

## FRAMEWORK SCHEDULE 2: PART A: SERVICES

### 1 INTRODUCTION

- 1.1 The purpose of this Framework Schedule 2: Part A: Services is to provide a description of the Services that the Supplier shall be required to deliver to the Authority under this Framework Agreement.
- 1.2 The Framework Agreement shall provide an efficiency and capability programme to improve value for money saving efficiencies for the Authority.

### 2 AIMS AND OBJECTIVES

- 2.1 The aim of this Framework Agreement is to provide the Authority with a series of efficiency and capability programmes in accordance with the summary 1 to 9 below.

Efficiency and Capability Programme	
1)	The Supplier shall identify value for money savings and other efficiency improvements, at speed to maximise savings and value for money for the Authority.
2)	The Supplier shall be the creator of the efficiency programme documentation and reporting including but not limited to savings, risks, tracking and other benefits.
3)	The Supplier shall have in depth sector knowledge, including strategic commercial knowledge of the supply markets which provide equipment, support and services to the Authority.
4)	The Supplier shall have an in depth technical understanding of value improvement tools and techniques and their appropriate application.
5)	The Supplier shall work with the Authority in a manner which is cognisant of prevailing government policy, and legislative requirements.
6)	The Supplier shall conduct all engagements in a manner which is compatible with the Authority's values and culture.
7)	The Supplier shall increase the skills set and capability of the Authority's personnel, enabling them to take on the methodologies used by the Supplier and their application for use in delivering efficiency and capability programmes (including strategic commercial capability skill set of the Authority's senior personnel, in respect of latest market sector developments, best practice and new improved ways of working).
8)	The Supplier shall ensure that demonstrable knowledge transfer takes place throughout the lifetime of the Call Off Contract(s).
9)	The Supplier shall identify appropriate commercial models to drive efficiency inspired behaviours.

### 3 DESCRIPTION OF SERVICES

- 3.1** The Services under this Framework Agreement shall comprise of the following core services, and shall include;
- 3.1.1.** Diagnostic, research and analysis;
  - 3.1.2.** Developing, coaching, knowledge transfer;
  - 3.1.3.** Production, agreement and implementation support to efficiency plans; and
  - 3.1.4.** Savings, tracking and realisation.
- 3.2** The Supplier shall support the Authority in the delivery of £7 billion efficiencies by 2021.
- 3.3** The Supplier shall assist the Authority in identifying opportunities and increasing the size of efficiencies, against spend under management that will result in additional value being delivered to the Authority.
- 3.4** The Supplier shall have the capacity and capability to undertake multiple simultaneous efficiency and capability programmes.

### 4 MANDATORY SERVICE REQUIREMENTS

This paragraph provides details of the mandatory requirements that the Supplier shall be expected to fulfil in their entirety in order to meet the service delivery requirements of this Framework Agreement for the Authority. It is important that Supplier's take time to fully understand this important part of the service delivery requirement. All mandatory requirements (a to e) shall be required throughout the Framework Agreement.

- a) Efficiency and Capability Programme** – The Supplier shall be able to deliver efficiency and capability savings as described in **paragraph 5**.
- b) Supplier Knowledge, Skills, Competence and Experience** – The Supplier shall be able to comply with all aspects of supplier knowledge, skills, competence and experience as described in **paragraph 6**.
- c) Knowledge Transfer and Upskilling** – The Supplier shall provide training, as identified, delivering the agreed options/changes as described in **paragraph 7**.
- d) Savings Delivery Approval Gateway Process** – The Supplier shall comply with the savings delivery approval gateway process requirements as described in **paragraph 8**.
- e) Outline Reporting** – The Supplier shall comply with the outline reporting requirements as described in **paragraph 9**.

## **5 EFFICIENCY AND CAPABILITY PROGRAMME**

This paragraph describes the mandatory requirements of the efficiency and capability programme the Supplier shall fulfil in its entirety as part of the delivery of the Services unless otherwise detailed in the Call Off Procedure.

- 5.1** The Supplier shall identify efficiency improvements and accelerate the efficiency and capability programme which will maximise savings growth and value for money for the Authority.
- 5.2** The Supplier shall provide advice and assistance to the Authority in the delivery of the efficiencies, this shall be through the production of reports identifying programs of work for review based on potential savings and outlining strategies to achieve the efficiencies with associated implementation plans.
- 5.3** The Supplier shall provide data analysis relating to the efficiency programmes, including an outline of savings and benefits.
- 5.4** The Supplier will require in depth strategic and operational knowledge of support and procurement in defence; including but not limited to:
  - 5.4.1. Equipment support systems;
  - 5.4.2. (Defence) procurement;
  - 5.4.3. Systems engineering;
  - 5.4.4. Systems design;
  - 5.4.5. Integrated logistics support;
  - 5.4.6. Reliability;
  - 5.4.7. Maintainability;
  - 5.4.8. Finance; and
  - 5.4.9. Portfolio, programme and project management.
- 5.5** The Supplier shall be required at the Authority's discretion to expand the scope to include other market sectors, which would be included within the Further Competition Procedure.
- 5.6** The Supplier shall work closely with the Authority's personnel to identify and support strategies which seek to establish savings and efficiencies opportunities.
- 5.7** The Supplier shall at all times seek to work efficiently within the constraints of the Authority's resource structure.
- 5.8** The Supplier shall provide their own equipment such as laptops, and any other materials required to undertake the fulfilment of the Services.
- 5.9** The Supplier shall pro-actively seek to minimise any travel requirements by use of conference calling and video conferencing facilities.
- 5.10** The Supplier shall only allocate personnel to the efficiency and capability programme, who have an in depth commercial understanding of the markets sectors involved, as defined in paragraph 5.4 above.

- 5.11 The Supplier shall bring to the attention of the Authority any new market developments, which they consider to be suitable in the delivery of savings and efficiencies within the relevant market sectors.
- 5.12 The Supplier shall work closely with Authority's personnel, with a view to augmenting their individual relevant skills set and strategic commercial capability development requirements to support the delivery of efficiency and capability programmes.
- 5.13 The Supplier shall ensure that continuous improvement and knowledge transfer takes place in line with the Authority's requirements as detailed in the Call Off Contract.
- 5.14 The Supplier shall ensure that the calibre of training provided is of a high quality standard and that it allows the Authority's personnel to cascade all lessons learnt.
- 5.15 The Supplier shall provide access to relevant training courses, including on line training to the Authority at no additional cost.
- 5.16 The Supplier shall ensure a consistent approach is adopted across the Authority, including:
  - 5.16.1. Common set of principles in identification, tracking and recording of efficiencies derived from the efficiency and capability programme;
  - 5.16.2. Standardised set of templates for portfolio, programme and project management to be used across the efficiency and capability programme;
  - 5.16.3. Data reporting; and
  - 5.16.4. Quality assurance review and sign off of the efficiency and capability programme.
- 5.17 The Supplier shall be the creator of documentation and reporting as required to support the delivery of the efficiency and capability programme including:-
  - 5.17.1. Document creation that is compatible with the Authority's IT systems;
  - 5.17.2. The use of simple and clear terminology in all documentation;
  - 5.17.3. Seek opportunities for enhancements and continuous improvement in the documents created;
  - 5.17.4. All changes to be pre-approved by the Authority; and
  - 5.17.5. All documents created shall be securely stored in the accordance with the Authority's Call Off Contract.

## **6 SUPPLIER KNOWLEDGE, SKILLS, COMPETENCE AND EXPERIENCE**

This paragraph describes the mandatory requirements of knowledge, skills, competence and experience the Supplier shall fulfil in its entirety as part of the delivery of the Services unless otherwise detailed in the Call Off Procedure.

- 6.1 The Supplier shall be key in driving the phased reduction of reliance on external suppliers and other partners.
- 6.2 The Supplier shall provide any relevant improvement tools and techniques for providing the Services, where possible in house tools, techniques and processes should be adapted to support delivery.

- 6.3** The Supplier shall maintain stakeholder engagement and articulate opportunities and risks to the Authority, to ensure that such opportunities ultimately deliver efficiencies.
- 6.4** Following the identification of individual efficiency and capability programmes the Supplier shall take an active role in delivery of the initiative, from development of the concept through to negotiation strategy, implementation and ultimate delivery.
- 6.5** The Supplier shall have an understanding of the Regulations and other relevant government policies and its implications on savings delivery.

## **7 KNOWLEDGE TRANSFER AND UPSKILLING**

This paragraph describes the mandatory requirements for knowledge transfer and upskilling the Supplier shall fulfil in its entirety as part of the delivery of the Services unless otherwise detailed in the Call Off Procedure.

- 7.1** The Supplier shall build and augment the relevant capabilities within the Authority's personnel.
- 7.2** The Supplier shall develop and deliver a strategic capability plan, this shall include a mix of classroom, online training and one to one coaching.
- 7.3** The Supplier shall ensure that one to one coaching is given to relevant personnel, so that skills sets are augmented and delivery of the Service being an in house capability moving forward.
- 7.4** The Supplier shall regularly review and monitor the effectiveness of knowledge transfer taking place within the Authority, and identify areas where additional coaching maybe required to supplement the learning gained.
- 7.5** The Supplier shall produce all training materials at no additional cost to support the development of the Authority's relevant skills sets.
- 7.6** The Supplier shall support, and where necessary lead, relevant development programmes which shall be designed to help enhance analytic capability development, commercial strategy, and negotiation support and contract management.
- 7.7** The Supplier shall provide recommendations on resource planning requirements, this shall include the Authority's resource to ensure a sustained programme of efficient ways of working taking place throughout the lifetime of the Call Off Contract.
- 7.8** The Supplier shall capture and share with the Contracting Authority all lessons learned so that the Authority can improve awareness and knowledge transfer of strategic approaches and market intelligence.
- 7.9** The Supplier shall build and enhance relevant capability of the Authority's personnel through coaching, mentoring and formal training to support the delivery of Services.

## **8 SAVINGS DELIVERY APPROVAL GATEWAY PROCESS**

This paragraph describes the mandatory savings delivery approval gateway process requirements that the Supplier shall fulfil in its entirety as part of the delivery of the Services unless otherwise detailed in the Call Off Procedure.

- 8.1** The Supplier shall comply with the savings delivery approval gateway process to ensure that efficiencies and capability improvements identified a part of the service

delivery are communicated and agreed with the Authority at each stage of progression; from identification through to delivery.

- 8.2** The Supplier shall ensure they are aware of the savings delivery approval gateway process to be used; which will be identified in the Call Off Procedure where it is required and deemed appropriate.

## **9 OUTLINE DATA REPORTING**

This paragraph describes the mandatory requirements for outline data reporting the Supplier shall fulfil in its entirety as part of the delivery of the Services unless otherwise detailed in the Call Off Procedure.

- 9.1** The Supplier shall be required to produce reports throughout the duration of the Framework Agreement, the content and frequency of reporting shall be confirmed by the Authority in the Further Competition Procedure.
- 9.2** The Supplier shall be aware that the Authority may request data and reports on an ad hoc basis to assist with Parliamentary Questions (PQs) or other committee requests. The Supplier shall provide the required data or information within one (1) working day of request by the Contracting Authority.
- 9.3** The Supplier shall have the capability to undertake detailed research and diagnostic analysis on the Services. The Supplier shall present to the Authority a detailed and comprehensive summary of their analysis with associated recommendations.
- 9.4** The Supplier shall provide to the Authority support and reports to all relevant boards held associated with the Services.
- 9.5** The Supplier shall complete monthly review meeting action points including any identified risk plans agreed at meetings held with the Authority as detailed in the Call Off Contract.
- 9.6** The Supplier shall provide the Authority with a financial expenditure report, highlighting monthly trends, forecasts, anomalies etc. This shall be provided to a timeline agreed as detailed in the Call Off Contract and is to include resource expenditure directly against achievements.
- 9.7** The Supplier shall notify the Authority of any unplanned “spikes or troughs” (increases/decreases) in spend/savings to ensure this can be investigated and reported by the Authority.
- 9.8** The Supplier shall agree with the Authority as part of Call Off Contract, a baseline position for the purpose of reporting achievements.
- 9.9** The Supplier shall produce lessons learned documents and provide feedback specifically on learnings from experience throughout the programs of work to the Authority.
- 9.10** The Supplier shall be required to support the development of a dashboard to track efficiency progress for the Authority.
- 9.11** The Supplier shall report on risks to the delivery of Services for the Authority.