

## Call-Off Schedule 15A (Health Supplier and Contract Management)

C30669

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Ref.	Type of Information	Required ?	Refresh Frequency
	List of Supplier Staff including: SOW, Unique ID, Name, Job Role, link to Call-Off Rate Card, rate, Start Date, End Date, Planned Days, Forecast Days, Actual Days, Security Level, Contractor Status, IR35 determination, etc as specified by the Buyer	Y	Commercial Planning / Review Event

Ref.	Type of Information	Required ?	Refresh Frequency
<b>Typical AgilePM® Products</b> (ref: Agile Project Management Handbook by the DSDM® Consortium): <a href="https://www.agilebusiness.org/page/ProjectFramework_08_Product">https://www.agilebusiness.org/page/ProjectFramework_08_Product</a>			
A2.20	Terms of Reference	N	N/A
A2.21	Business Case	N	N/A
A2.22	Solution Architecture Definition	N	N/A
A2.23	Development Approach Definition	N	N/A
A2.24	Delivery Plan (also under Implementation Plans)	N	N/A
A2.25	Timebox Plans (also under Implementation Plans)	N	N/A
A2.26	Timebox Review Records	N	N/A
A2.27	Management Approach Definition	N	N/A
A2.28	Feasibility Assessment	N	N/A
A2.29	Foundations Summary	N	N/A
A2.30	Project Review Report	N	N/A
<b>Other Agile Products</b> (courtesy Blended Agile Delivery www.thebadtoolkit.com)			
A2.40	V MOST Mission Boards	N	N/A
A2.41	ROI Projections	N	N/A
A2.42	EPIC Board (also under Implementation Plans)	N	N/A
A2.43	User Stories	N	N/A
A2.44	Release Propositions	N	N/A
A2.45	Proof of Concepts (POCs) / Spikes	N	N/A
A2.46	Designs / UX (User Functionality)	N	N/A
A2.47	Business Architecture Changes	N	N/A
A2.48	Data Changes	N	N/A
A2.49	Candidate Architectures	N	N/A
A2.50	PTEST Requirements	N	N/A
A2.51	Elaboration Boards (also under Implementation Plans)	N	N/A
A2.52	Spring Boards (also under Implementation Plans)	N	N/A
A2.53	Delivery Metrics	N	N/A
A2.54	Health Checks	N	N/A

Ref.	Type of Information	Required ?	Refresh Frequency
<b>Contributions to Other Programme / Project Management Artifacts</b> (not listed above)			
A2.60	Technical Requirements (Functional / Non-Functional)	N	N/A
A2.61	Technical Constraints (e.g. compatibility with existing systems)	N	N/A
A2.62	Pre-procurement support activities	N	N/A
A2.63	Make or Buy Analysis	N	N/A
A2.64	Technical Stack Specification	N	N/A
A2.65	Technical Road Map	N	N/A
A2.66	Target Operating Model	N	N/A

Framework Ref: RM6221

Project Version: v1.0

Model Version: v3.1

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Ref.	Type of Information	Required ?	Refresh Frequency
A2.67	Skills Requirements Profile	N	N/A

Ref.	Type of Information	Required ?	Refresh Frequency
<b>Security and Personal Data Reporting Information</b>			
A2.70	DSP Toolkit Submissions	Yes	Annually in arrears
A2.71	Copies of required security clearance certificates for all staff (where staff process Patient Identifiable Data or are on Buyer Premises or access Buyer Systems)	Yes	At Call-Off commencement and then on demand by the Buyer thereafter
A2.72	Unique individual identifier number and full name of staff handling Patient Identifiable Data (where staff process Patient Identifiable Data or are on Buyer Premises or access Buyer Systems)	Yes	At Call-Off commencement and then on demand by the Buyer thereafter
A2.73	Updated DPIA	No	N/A
A2.74	Completed Information Security Management (ISM) Document Set	No	N/A
A2.75	Evidence of data destruction certification	Yes	On demand by the Buyer
A2.76	Notices of any breach of data provision or security provisions	Yes	On occurrence

Ref.	Type of Information	Required ?	Refresh Frequency
<b>Handover / Exit Related Information</b>			
A2.80	Records required by Law as they relate to the provision of the services (including in relation to health and safety matters and health and safety files), such records to be prepared in accordance with any applicable laws or regulations.	Yes	On demand by the Buyer
A2.81	All training, implementation, operation and maintenance manuals related to the provision of the Deliverables.	Yes	On demand by the Buyer
A2.82	All certificates, licences, registrations or warranties related to the provision of Deliverables	Yes	On demand by the Buyer
A2.83	Exit Plan (and any requested updates)	Yes	(see Call-Off Schedule 10: Exit Management)

Ref.	Type of Information	Required ?	Refresh Frequency
<b>TUPE Information</b>			
A2.90	Details of service functions that have provided services to the Buyer, and the denoting characteristics that delineate the functions (including but not limited to function code references and names used on the Supplier's finance system, and period of time for which such code has existed).	Y	On demand by the Buyer
A2.91	Details of the number of customers supported by the Supplier's named service functions.	N	On demand by the Buyer

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Ref.	Type of Information	Required ?	Refresh Frequency
A2.92	The Staffing Information (as defined in Call-Off Schedule 2 (Staff Transfer) Buyer in relation to an anticipated potential Service Transfer or as required to be provided under the Schedule	N	On demand by the Buyer

## Annex 3:

### Buyer/Supplier Management Information

Topic	Frequency or Details
Buyer SM Event Frequency	To be agreed between Buyer and Supplier but at least monthly frequency

The following table provides a list of information required by the Buyer as part of the Buyer/Supplier Management process (note that this is a logical model and the Buyer may elect to operate “events” under different labels).

#### Notes:

1. This list is non-exclusive, and the Buyer may elect to include other information.
2. This list is also illustrative and non-exhaustive. It is anticipated the Buyer will review and edit these tables as part of preparing a Call-Off Contract (and reserves the right to amend during the Call-Off Contract Period).
3. Information which could be seen to be advantageous to all Suppliers or which would be of benefit to all parties are dealt with under Buyer Specific Framework Management.

Ref.	Type of Information	Required ?	Refresh Frequency
<b>Supplier and Sub-Contract Related Information</b>			
A3.01	Report from the Supplier of any change to its financial standing / any change to its group structure.	Yes	On demand by the Buyer
A3.02	Request for use of any additional Subcontractors not forming part of the original Framework either: <ul style="list-style-type: none"> <li>As part of a proposed response to a new Further Competition Procedure; or</li> </ul> During execution of an existing Call-Off Contract	Yes	Prior to competition. Prior to mobilisation (as appropriate)
A3.03	Written confirmation by the Supplier, confirmed in writing by the Subcontractor(s), that they have in place a contract which mirrors the provisions of the Call-Off Contract with the Supplier	Yes	On demand by the Buyer
A3.04	Written assurance by any Subcontractor that the provisions under A3.03 are also cascaded down their supply chain	Yes	On demand by the Buyer
A3.05	Copies of published financial accounts	Yes	On demand by the Buyer
A3.06	In the event of the Buyer becoming aware of any financial difficulties being faced by the Supplier (as reasonably judged by the Buyer), copies of current accounts (whether published or not)	Yes	On demand by the Buyer

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Ref.	Type of Information	Required ?	Refresh Frequency
<b>Aggregated Views</b>			
A3.10	Summary of all Call-Off Contracts, Variations and SOWs from a performance perspective (possibly in the form of a traffic light report). All as required by the Buyer	Yes	Buyer SM Event
A3.11	Summary of cash flow (budget, forecast, actual) for all Call-Off Contracts and SOWs	Yes	Buyer SM Event
A3.12	Summary of resources deployed and any people issues requiring resolution	Yes	Buyer SM Event
A3.13	Summary of escalated risks, issues and other escalation topics (e.g. around obligations)	Yes	Buyer SM Event
A3.14	Quality Review Heat Map (or equivalent) capturing an assessment of quality against things like User needs, roadmaps, technology, delivery, transparency, decision making, go-live readiness, etc as defined by the Buyer	Yes	Buyer SM Event
<b>Supplier (and Buyer) Performance and Continuous Improvement</b>			
A3.20	Overall "Temperature Checks" or "Office Vibe" status or equivalent – providing 360° feedback on things like relationships, recognition, growth and development, wellness, happiness, etc (May also be at individual Call-Off Contract level)	Y	Buyer SM Event
A3.21	Balanced Scorecard (as defined in detail in paragraph 4.3)	Y	Buyer SM Event
A3.22	Mutual personnel development opportunities	Y	As mutually agreed
A3.23	Continuous improvement / opportunities	Y	As mutually agreed
<b>Overall Supplier Governance</b>			
A3.30	Summary of agreed remediation actions and their status	Yes	Buyer SM Event
A3.31	Mutual Review and endorsement of Call-Off Contract Variations	Yes	On demand by the Buyer
A3.32	Recommendations to be taken to framework level (under the management of the Authority)	Yes	As mutually agreed

## **Annex 4:**

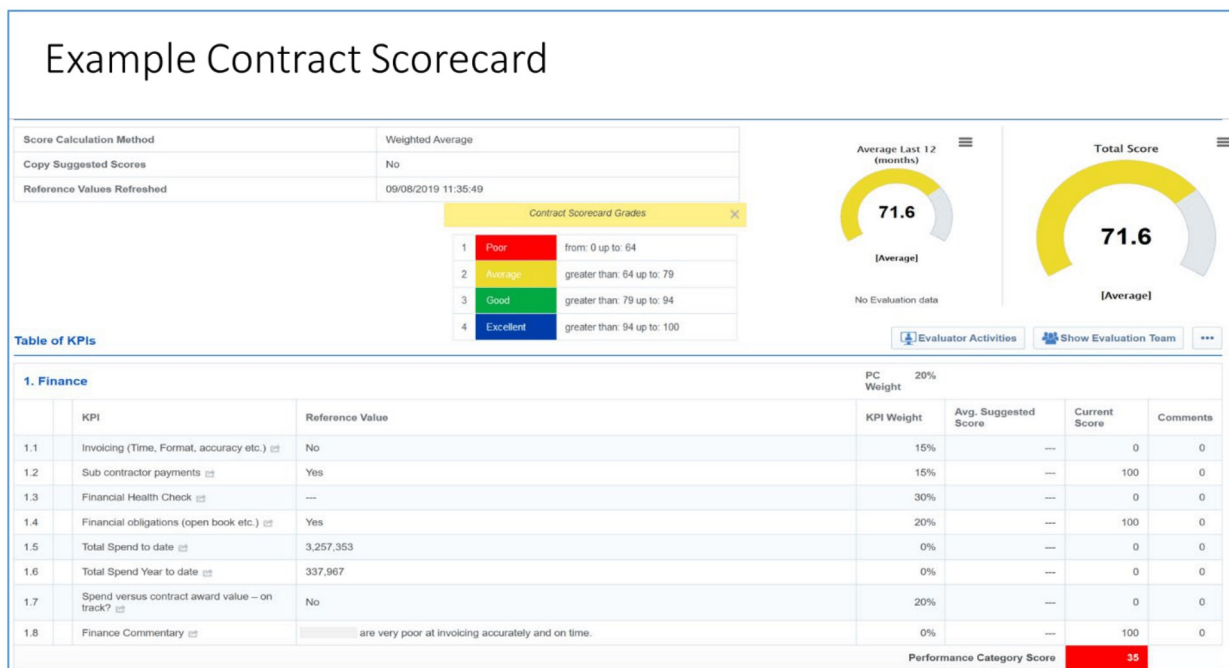
# **Product Backlog/Prioritised Requirements List**

Please refer to 'Annex 4: Call-Off Schedule 20 – Product Backlog Item List', within 'Call-Off Schedule 20 (Call-Off Specification)'.

## Annex 5: Balanced Scorecard (Example)

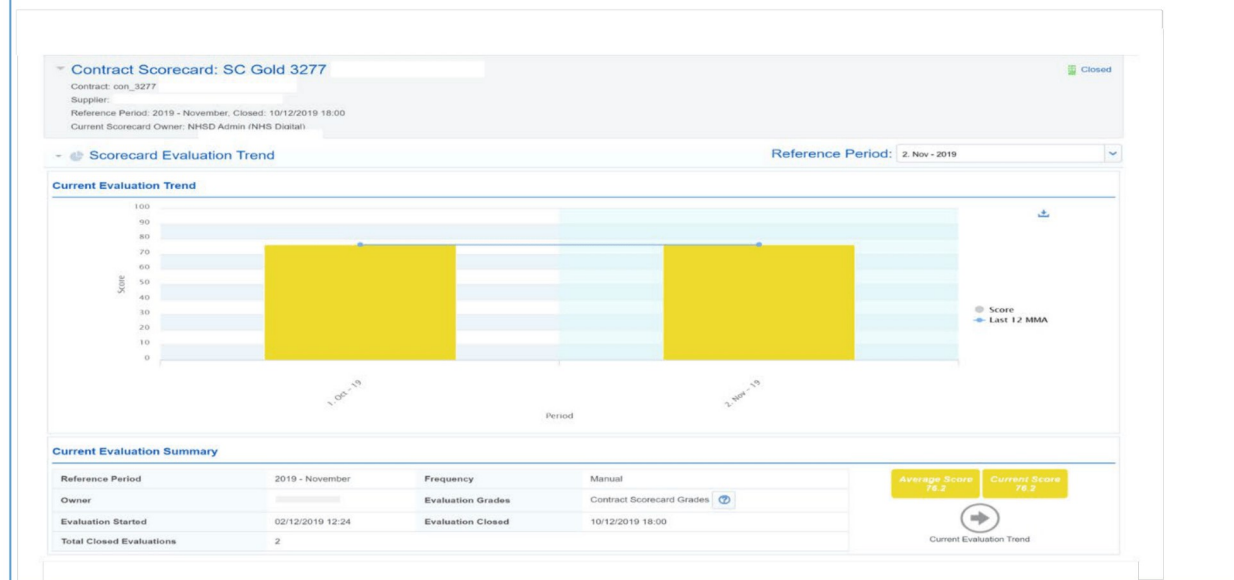
1. In addition to the Supplier's performance management obligations set out in the Framework Contract, the Buyer and the Supplier may agree to the following Balanced Scorecard & KPIs for this Call-Off Contract (see Balanced Scorecard examples below). However, the Balanced Scorecards may change and be amended over the life of the Contract.

### Example 1



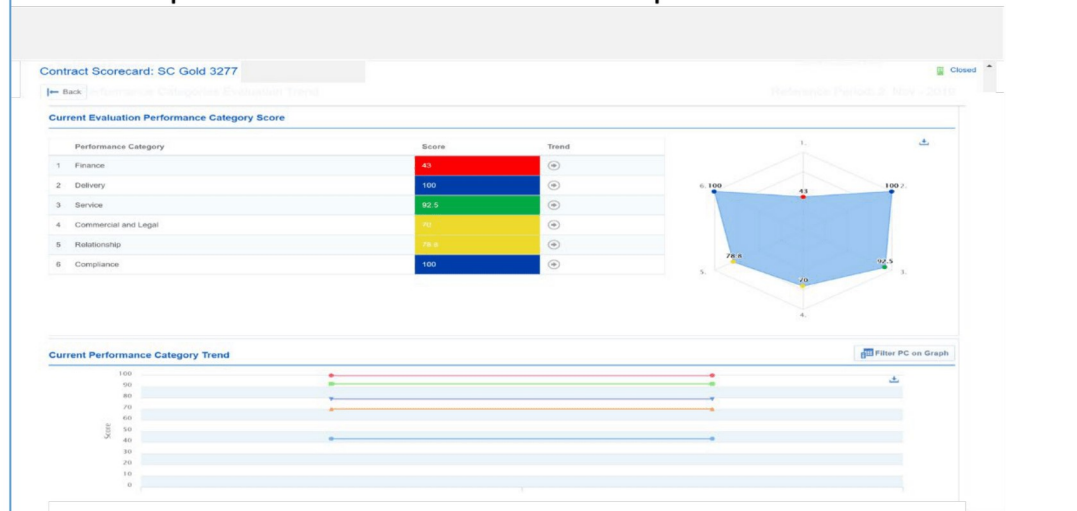
### Example 2

## Example Contract Trend Report



Example 3

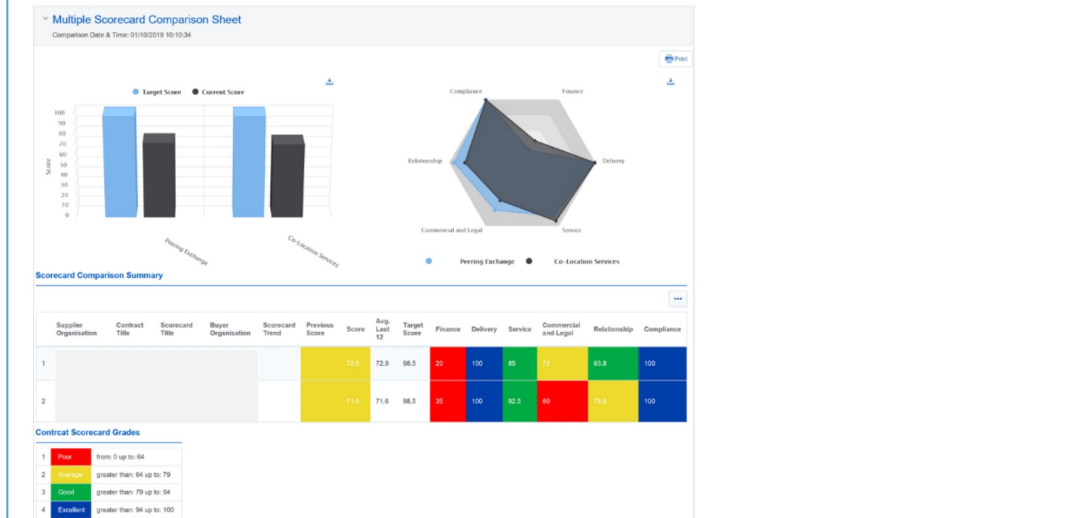
## Example Contract Trend Report



Example 4



## Example Contract Scorecard - Contract Comparison



2. The purpose of the Balanced Scorecard is to promote contract management activity, through measurement of a Supplier's performance against key performance indicators, which the Buyer and Supplier should agree at the beginning of a Call-Off Contract. The targets and measures listed in the example scorecard (above) are for guidance and should be changed to meet the agreed needs of the Buyer and Supplier.
3. The recommended process for using the Balanced Scorecard is as follows:
  - The Buyer and Supplier agree a templated Balanced Scorecard together with a performance management plan, which clearly outlines the responsibilities and actions that will be taken if agreed performance levels are not achieved.
  - On a pre-agreed schedule (e.g. monthly), both the Buyer and the Supplier provide a rating on the Supplier's performance
  - Following the initial rating, both Parties meet to review the scores and agree an overall final score for each key performance indicator
  - Following agreement of final scores, the process is repeated as per the agreed schedule.

## **Annex 6: Contract Boards**

**[Not Applicable at Award of Contract]**

## Annex 7: Information to be provided on Invoice

The following information is required to be provided along with each invoice:

Ref.	Type of Information	Which Services does this requirement apply to?	Required regularity of Submission
1.1	Details of the reference for the Call-Off Contract.	All	with each invoice
1.2	Details of the reference of the Statement of Work. To include reference to Milestones.	All	with each invoice
1.3	Details of the reference of the Variation.	All	with each invoice
1.4	Unique invoice number.	All	with each invoice
1.5	Buyer Purchase Order number (allocated on a per Programme basis by the Buyer).	All	with each invoice
1.6	Date of invoice.	All	with each invoice
1.7	Portfolio reference and programme name.	All	with each invoice
1.8	The period(s) to which the relevant Charge(s) relate.	All	with each invoice
1.9	Details of payments due in respect of achievement of a milestone.	All	with each invoice
1.10	Details of any service credits or similar incentives that shall apply to the charges detailed on the invoice.	All	with each invoice
1.11	The total charges gross and net of any applicable deductions and, separately, the amount of any disbursements properly chargeable to the Buyer under the terms of this Call-Off Contract, and separately.	All	with each invoice
1.12	Any VAT or other sales tax payable in respect of the same.	All	with each invoice
1.13	A contact name and telephone number of a responsible person in the Supplier's finance department in the event of administrative queries.	All	with each invoice
1.14	The banking details for payment to the Supplier via electronic transfer of funds (i.e. name and address of bank, sort code, account name and number).	All	with each invoice
1.15	Detailed time sheets for any time and materials-based pricing, including unique individual identifier number (and same number to be used in all correspondence, reports, provision of information etc. in relation to Supplier's staff), and full name. To include description of type of work undertaken, role and Team description.	All	with each invoice
1.16	Copies of invoices including VAT information for any expenses-based disbursements and deductions.	All	with each invoice
1.17	Asset number/ Asset type, (hardware/software, perpetual licence or subscription) description and period covered of any purchased / licensed / leased items.	All	with each invoice
1.18	Where appropriate, details of user stories worked on by each individual.	Software Development services	with each invoice