



Application and Maintenance Support Services (AMS) Schedule 24 – Reports and Records Provisions

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1 Transparency reports

- 1.1 Within three (3) months of the Effective Date the Supplier shall provide to the Authority for its approval (such approval not to be unreasonably withheld or delayed) draft reports in accordance with Appendix A (once approved, the **Transparency Reports**).
- 1.2 If the Authority rejects any draft Transparency Report, the Supplier shall submit a revised version of the relevant report for further approval by the Authority within five (5) days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Authority. If the Parties fail to agree on a draft Transparency Report the Authority shall determine what should be included.
- 1.3 The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Authority at the frequency referred to in Appendix A.
- 1.4 Any disagreement in connection with the preparation and/or approval of Transparency Reports, other than under Paragraph 1.2 above in relation to the contents of a Transparency Report, shall be treated as a Dispute.
- 1.5 The requirements for Transparency Reports are in addition to any other reporting requirements in this Contract.

2 Other reports

- 2.1 The Authority may require any or all of the following reports:
 - (a) delay reports;
 - (b) reports relating to Testing and tests carried out under Schedule 5 (*Security Management*) and Schedule 26 (*Service Continuity Plan and Corporate Resolution Planning*);
 - (c) reports which the Supplier is required to supply as part of the Management Information;
 - (d) annual reports;
 - (e) providing Insurance certification or suitable evidence;
 - (f) security reports;
 - (g) Force Majeure Event reports; and
 - (h) Project Status Reports and any ad-hoc Project reports in accordance with Paragraphs 12.2 and 12.5 of Schedule 33 (*Projects*).

3 Records

- 3.1 The Supplier shall retain and maintain all the records (including superseded records) referred to in Paragraph 1 and Appendix B (together **Records**):
 - (a) in accordance with the requirements of The National Archives and Good Industry Practice;

- (b) in chronological order;
 - (c) in a form that is capable of audit; and
 - (d) at its own expense.
- 3.2 The Supplier shall make the Records available for inspection to the Authority on request, subject to the Authority giving reasonable notice.
- 3.3 Where Records are retained in electronic form, the original metadata shall be preserved together with all subsequent metadata in a format reasonably accessible to the Authority.
- 3.4 The Supplier shall, during the Term and a period of at least seven (7) years following the expiry or termination of this Contract, maintain or cause to be maintained complete and accurate documents and records in relation to the provision of the Services including but not limited to all Records.
- 3.5 Records that contain financial information shall be retained and maintained in safe storage by the Supplier for a period of at least seven (7) years after the expiry or termination of this Contract.
- 3.6 Without prejudice to the foregoing, the Supplier shall provide the Authority:
- (a) as soon as they shall have been sent to its shareholders in order to be laid before an annual general meeting of the Supplier, but not later than one-hundred and thirty (130) Working Days after the end of each accounting reference period of the Supplier part or all of which falls during the Term, the Supplier's audited accounts and if applicable, of the consolidated audited accounts of the Supplier and its Affiliates in respect of that period together with copies of all related directors' and auditors' reports and all other notices/circulars to shareholders.

4 Virtual Library

- 4.1 The Supplier shall, no later than eight (8) weeks prior to the first Operational Service Commencement Date and without charge to the Authority, create a Virtual Library on which the Supplier shall (subject to any applicable legislation governing the use or processing of personal data) make information about this Contract available in accordance with the requirements outlined in this Schedule.
- 4.2 The Supplier shall ensure that the Virtual Library is:
- (a) capable of holding and allowing access to the information described in Appendix C of this Schedule and includes full and accurate file details of all uploaded items including date and time of upload, version number and the name of the uploader;
 - (b) structured so that each document uploaded has a unique identifier which is automatically assigned;
 - (c) readily accessible by the Authority at all times in full via a user-friendly, password protected interface to such nominated users as are notified to the Supplier by the Authority from time to time;

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- (d) structured so as to allow nominated users to download either specific documents or the complete Virtual Library (to the extent it has Access Permission) in bulk and store and view the content offline (on a regular and automated basis);
 - (e) structured and maintained in accordance with the security requirements as set out in this Contract including those set out in Schedule 5 (*Security Management*);
 - (f) created and based on open standards in Schedule 4 (*Standards*); and
 - (g) backed up on a secure off-site system.
- 4.3 For the avoidance of doubt, the Virtual Library (excluding any Software used to host it) shall form a database which constitute Project Specific IPR which shall be assigned to the Authority pursuant to Paragraph 2.1 of Schedule 32 (*Intellectual Property Rights*) of this Contract.
- 4.4 The Supplier shall upload complete and accurate information specified in Appendix C by the Initial Upload Date (except where prior to the launch of the Virtual Library in which case the date at which the Virtual Library is made available in accordance with Paragraph 4.1) onto Virtual Library in the format specified.
- 4.5 Upon any document being uploaded to the Virtual Library, and where the Authority has been granted Access Permission to that document, the Supplier shall email on the same date as the upload, a copy of the document to the nominated Authority email address at [REDACTED]
- 4.6 Except for notices under Clause 42.4 or items covered by Clause 42.6, where the Supplier is under an obligation to provide information to the Authority in a provision under this Contract, then the Supplier's upload of that information onto the Virtual Library shall satisfy the Supplier's obligation to provide the Authority with that information provided that the Authority has access in accordance with this Paragraph 4 and the uploaded information meets the requirements more particularly specified in the relevant provision.
- 4.7 Except to the extent that the requirements provide for earlier and more regular Authority access to up-to-date information, Appendix C shall not take precedence over any other obligation to provide information in this Contract and the Supplier shall refer to the applicable clause for further details as to the requirement.
- 4.8 The Supplier shall provide each specified person (as set out in column 6 of the table at Appendix C) access to view and download the specified information in the Virtual Library in Appendix C subject upon the occurrence of the event specified in the column marked Access Permission in Appendix C to this Schedule.
- 4.9 Where Access Permission is not listed (in column 6 of the table at Appendix C) as being subject to the occurrence of a certain event the Supplier shall grant access to the person and information specified (in column 6 of the table at Appendix C) from the Initial Upload Date.
- 4.10 Where Access Permission is specified as being granted to the Authority's Third-Party Auditor (prior to the Authority being granted access) it shall:
- (a) be entitled to access, view and download information specified in Appendix C subject to it entering into a confidentiality agreement with the Supplier to keep the contents confidential (except to the extent disclosure of the confidential information is required under Paragraph 4.10(b) of this Schedule); and

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- (b) report to the Authority (at its request) as to the completeness and accuracy of the information but not the substance of the information.
- 4.11 The Supplier shall ensure that the Virtual Library retains in an accessible form all historic or superseded records of the information specified Appendix C. In order to maintain the integrity of the historic archive of the information and documentation and for the purposes of maintaining a clear audit trail, the Supplier shall not delete or overwrite any information that has been stored in the Virtual Library, except for the purposes of maintenance (provided no information is lost during maintenance) or to enable the Supplier to comply with Data Protection Legislation.
- 4.12 The Supplier warrants that the information uploaded to the Virtual Library is accurate, complete, up-to-date and in accordance with this Contract at the date of upload.
- 4.13 Where the Supplier becomes aware that any of the information provided on the Virtual Library is materially inaccurate, incomplete or out of date (other than in respect of historic versions of documents) the Supplier shall provide an update to the information within fourteen (14) days unless already due to be updated beforehand due to an Update Requirement specified in Appendix C.
- 4.14 In the event of a conflict between any requirement in this Contract (excluding Appendix C) for the Supplier to provide information to the Authority and the requirements set out in Appendix C of this Schedule, the requirement elsewhere in this Contract shall prevail.
- 4.15 The Supplier shall ensure that all approved users of the Virtual Library are alerted by email each time that information in the Virtual Library is uploaded or updated as it occurs.
- 4.16 No later than one (1) month prior to the first Operational Service Commencement Date, the Supplier shall provide training manuals to the Authority relating to the use of the Virtual Library.
- 4.17 On request by the Authority the Supplier shall provide the Authority's nominated users with a reasonable level of training and ongoing support to enable them to make use of the Virtual Library.
- 4.18 For the avoidance of doubt, the cost of any redactions, access restrictions or compliance with the Data Protection Legislation in respect of the information hosted on the Virtual Library shall be at the Supplier's own cost and expense.

Appendix A – Transparency reports

TITLE	FORMAT	CONTENT	FREQUENCY
a) Contract Amendment Report b) Quarterly Contract Report c) Annual Contract report d) Final Reconciliation Report	Excel / Word Excel Excel Excel	Each as set out in Paragraph 1, Part 2, Schedule 19 (<i>Financial Reports and Audit Rights</i>).	a) Within one (1) month of a Material Change being agreed between the Supplier and the Authority. b) Within one (1) month of the end of each Quarter. c) Within one (1) month of the end of the Contract Year to which that report relates. d) Within six (6) months after the end of the Term. Each as set out in Paragraph 1.1(b), Part 2, Schedule 19 (<i>Financial Reports and Audit Rights</i>).
IT Health Check	Excel	As set out in Paragraph 7, Schedule 5 (<i>Security Management</i>).	Not less than once every twelve (12) months during the Term, as set out in Paragraph 7.2(b), Schedule 5 (<i>Security Management</i>).
Breach of Security	Excel	As set out in Paragraph 11, Schedule 5 (<i>Security Management</i>).	As soon as reasonably practicable and, in any event, within two (2) Working Days, following the Breach of Security or attempted Breach of Security, as set out in Paragraph 11.2(b), Schedule 5 (<i>Security Management</i>).
Software & other Certificates expiration reports	Excel	As set out in Paragraph 6.4, Schedule 5 (<i>Security Management</i>).	Monthly, as set out in Paragraph 6.4, Schedule 5 (<i>Security Management</i>).
Progress against Implementation Plan	Excel	As agreed under Milestone KM01 – D05- D02, Schedule 13 (<i>Implementation Plan</i>).	Weekly (one (1)) day prior to Transition Board) during the Implementation Period Only.
Performance Monitoring Report	Excel	As set out in Paragraph 1, Part 5, Schedule 3 (<i>Performance Levels</i>).	Within ten (10) Working Days of the end of each Measurement Period, as set out in Paragraph 1.1,

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			Part 5, Schedule 3 (<i>Performance Levels</i>).
The Sustainable Operations Report	Word	As set out in Appendix E to this Schedule.	Quarterly
Sustainability Impacts of the Services Report	Word	As set out in Appendix F to this Schedule.	Every six (6) Months
Sustainable Organisation Report	Word	As set out in Appendix G to this Schedule.	Annually
Inbound Contracts Renewal Report	Excel	Report on Inbound Contracts due for renewal in accordance with Paragraphs 8.9 to 8.11 of Schedule 34 (<i>Management of Inbound Contracts</i>).	Monthly (one (1) week prior to Commercial Board).
Contract Inception Report	Excel	The Supplier's initial financial model.	On or before the Effective Date, as set out in Paragraph 1, Part 2, Schedule 19 (<i>Financial Reports and Audit Rights</i>).
Services Improvement Report	Excel	As set out in Clause 8.1 of the Core Terms.	Annually
Report on Sub-contract Opportunities	Format as reasonably specified by the Authority	The number, type and value of the Sub-contract opportunities placed on Contracts Finder advertised and awarded in its supply chain during the Term, as set out in Clause 15.1(d) of the Core Terms.	As reasonably specified by the Authority, as set out in Clause 15.1(d) of the Core Terms.
Licence Report	Excel	As set out in Paragraph 3.2.1, Schedule 2 (<i>Service Description</i>).	Every three (3) months, as set out in Paragraph 3.2.1, Schedule 2 (<i>Service Description</i>).
Demand Management Report	Excel	As set out in Paragraph 3.3.24, Schedule 2 (<i>Service Description</i>).	Monthly, as set out in Paragraph 3.3.24, Schedule 2 (<i>Service Description</i>).
Monthly Capacity Reports	Excel	As set out in Paragraph 3.3.27, Schedule 2 (<i>Service Description</i>).	Monthly, as set out in Paragraph 3.3.27, Schedule 2 (<i>Service Description</i>).

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ITSC Event Reports	Excel	As set out in Paragraph 3.3.31, Schedule 2 (<i>Service Description</i>).	Within twenty (20) Working Days of the test, as set out in Paragraph 3.3.31, Schedule 2 (<i>Service Description</i>).
Supply Chain Transparency Reports	Excel	All information described in the Supply Chain Transparency Information Template as set out in Appendix D to this Schedule.	Annually (thirty (30) days prior to the end of the financial year) as set out in Clause 15.29 of the Core Terms.
Slavery and Human Trafficking Report	Excel	The steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business as mentioned in Clause 33.8(h) of the Core Terms.	Annually, as set out in in Clause 33.8(h) of the Core Terms.
Modern Slavery Risks	Excel	As set out in Paragraph 2.2 of Annex 1 of Schedule 4 (<i>Standards</i>).	Within ninety (90) days from the Effective Date, as set out in Paragraph 2.2 of Annex 1 of Schedule 4 (<i>Standards</i>).
Verification Report	Excel	As set out in Paragraph 6.3, Part 3, Schedule 15 (<i>Charges and invoicing</i>).	Within ten (10) Working Days of the end of each Verification Period, as set out in Paragraph 6.3, Part 3, Schedule 15 (<i>Charges and invoicing</i>).
Benchmark Report	Excel	As set out in Paragraph 5, Schedule 17 (<i>Benchmarking</i>).	At the time specified in the plan approved under Paragraph 4, Schedule 17 (<i>Benchmarking</i>).
Financial Indicators Reports	Excel	As set out in Paragraph 2.3(b), Schedule 18 (<i>Financial distress</i>).	At least at the frequency set out for each at Paragraph 5.1, Schedule 18 (<i>Financial Distress</i>) (where specified) and in any event, on a regular basis and no less than once a year within one-hundred and twenty (120) days after the Accounting Reference Date, as set out in Paragraph 2.3(b), Schedule 18 (<i>Financial distress</i>).
Onerous Contract Report	Excel	As set out in Paragraph 3, Part 1, Schedule 19 (<i>Financial Reports and Audit Rights</i>).	No later than two (2) months following the public designation of the Contract as an Onerous Contract, as set out in Paragraph 3,

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			Part 1, Schedule 19 (<i>Financial Reports and Audit Rights</i>).
Service Continuity Plan Review Report	Excel	As set out in Paragraph 7.2, Part 1, Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>).	Within twenty (20) Working Days of the conclusion of each review of the Service Continuity Plan, as set out in Paragraph 7.2, Part 1, Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>).
Service Continuity Report	Excel	As set out in Paragraph 8.5, Part 1, Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>).	Within twenty (20) Working Days of the conclusion of each test of the Service Continuity Plan, as set out in Paragraph 8.5, Part 1, Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>).
Data Subject Requests Report	Excel	As set out in Paragraph 2.1(a), Appendix A, Schedule 31 (<i>Processing Personal Data</i>).	As set out in Paragraph 2.1(a), Appendix A, Schedule 31 (<i>Processing Personal Data</i>).
Project Status Report	In the form of a dashboard to be Approved by the Authority, as set out in Paragraph 12.2, Schedule 33 (<i>Projects</i>)	As set out in Paragraph 12.2, Schedule 33 (<i>Projects</i>).	No less than two (2) Working Days prior to the next meeting of the Project Board, as set out in Paragraph 12.2, Schedule 33 (<i>Projects</i>).
Project Carbon Impact Report	Excel	As set out in Paragraph 12.7, Schedule 33 (<i>Projects</i>).	As set out in Paragraph 12.7, Schedule 33 (<i>Projects</i>).

Appendix B– Records to be kept by the Supplier

The records to be kept by the Supplier are:

- 1 This Contract, its Schedules and all amendments to such documents.
- 2 All other documents which this Contract expressly requires to be prepared.
- 3 Records relating to the appointment and succession of the Supplier Representative and each member of the Key Personnel.
- 4 Notices, reports and other documentation submitted by any Expert.
- 5 All operation and maintenance manuals prepared by the Supplier for the purpose of maintaining the provision of the Services and the underlying IT Environment and Supplier Equipment.
- 6 Documents prepared by the Supplier or received by the Supplier from a third party relating to a Force Majeure Event.
- 7 All formal notices, reports or submissions made by the Supplier to the Authority Representative in connection with the provision of the Services.
- 8 All certificates, licences, registrations or warranties in each case obtained by the Supplier in relation to the provision of the Services.
- 9 Documents prepared by the Supplier in support of claims for the Charges.
- 10 Documents submitted by the Supplier pursuant to the Change Control Procedure.
- 11 Documents submitted by the Supplier pursuant to invocation by it or the Authority of the Dispute Resolution Procedure.
- 12 Documents evidencing any change in ownership or any interest in any or all of the shares in the Supplier and/or the Guarantor, where such change may cause a change of Control; and including documents detailing the identity of the persons changing such ownership or interest.
- 13 Invoices and records related to VAT sought to be recovered by the Supplier.
- 14 Financial records, including audited accounts of the Guarantor and the Supplier.
- 15 Records required to be retained by the Supplier by Law, including in relation to health and safety matters and health and safety files and all consents.
- 16 All documents relating to the insurances to be maintained under this Contract and any claims made in respect of them.
- 17 All journals and audit trail data referred to in Schedule 5 (*Security Management*).
- 18 All other records, notices or certificates required to be produced and/or maintained by the Supplier pursuant to this Contract.

Appendix C – Records to upload to Virtual Library

1 The Transparency reports set out in Appendix A are all Records to be uploaded to the Virtual Library for the purposes of this Appendix C. Where Transparency reports are to be uploaded to the Virtual Library, for the purposes of the table below:

- (a) the 'Format of Data' shall be as set out in Appendix A;
- (b) the 'Initial Upload Date' shall be the date set out in Paragraph 1.1;
- (c) the 'Update Requirement' shall be as set out in Appendix A;
- (d) and 'Access Permission' shall be for the Authority, unless the Authority determines otherwise.

Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Clauses 5.5 (e), (f), 5.8(b) Paragraphs 2.1(a); and 2.2(a)(ii), Schedule 32 (<i>Intellectual Property Rights</i>).	Documentation	As appropriate and agreed by the Authority.	Within seven (7) days of the issue of a Milestone Achievement Certificate in respect of the relevant Deliverable.	-	Authority
Clauses 14.3 and 14.4	Key Personnel	Schedule 29 (Key Personnel)	As soon as the Virtual Library is live in accordance with Paragraph 4 of this Schedule.	On replacement of Key Personnel.	Authority
Schedule 4 (<i>Standards</i>), Para 3.1.3 of Annex 1	Carbon Reduction Plan	In accordance with PPN 06/21.	As soon as the Virtual Library is live in accordance with Paragraph 4 of this Schedule.	In accordance with Schedule 4 (<i>Standards</i>), Para 3.1.3 of Annex 1.	Authority

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Schedule 5 (<i>Security Management</i>), Para 4.4	Security Management Plan	Schedule 5 (<i>Security Management</i>), Annex 3	As soon as the Virtual Library is live in accordance with Paragraph 4 of this Schedule.	Regular review and at least annually.	Authority
Schedule 5 (<i>Security Management</i>), Para 6.1, 6.2 and 6.3	Security certificates	As appropriate and agreed by the Authority.	Prior to receiving, storing or processing any Authority Data.	-	-
Schedule 6 (<i>Insurance Requirements</i>), Para 4	Evidence of Insurances	Schedule 6 (<i>Insurance Requirements</i>)	As soon as the Virtual Library is live in accordance with Paragraph 4 of this Schedule.	Within fifteen (15) days after policy renewal or replacement.	Authority
Schedule 9 (<i>Commercially Sensitive Information</i>)	Commercially Sensitive Information	Schedule 9 (<i>Commercially Sensitive Information</i>)	As soon as the Virtual Library is live in accordance with Paragraph 4 of this Schedule.	Upon Agreement by the Authority to vary the information.	Authority and/or Auditor
Clauses 15.10 and 15.11	Notified Key Subcontractors	Schedule 10 (<i>Notified Key Subcontractors</i>)	As soon as the Virtual Library is live in accordance with Paragraph 4 of this Schedule.	On replacement of key subcontractor.	Authority
Sch 11, Para 1	Third Party Contracts	Schedule 11 (<i>Third Party Contracts</i>)	As soon as the Virtual Library is live in accordance with Paragraph 4 of this Schedule.	On appointment of subcontract.	Authority

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Clauses 15.6 and 15.7	Notified Key Sub-Contractors	Schedule 10 (<i>Notified Key Subcontractors</i>)	As soon as the Virtual Library is live in accordance with Paragraph 4 of this Schedule.	With each approved appointment or variation.	Authority
Clauses 16 and Schedule 32 (<i>Intellectual Property Rights</i>)	Software	Schedule 12 (<i>Software</i>) and Appendix A to Schedule 32 (<i>Intellectual Property Rights</i>).	First Operational Service Commencement Date.	Upon Agreement by the Authority to vary the information.	Authority
Clause 6.4	Detailed Implementation Plan	Schedule 13 (<i>Implementation Plan</i>)	As soon as the Virtual Library is live in accordance with Paragraph 4 of this Schedule.	Every three (3) months from Effective Date.	Authority
Schedule 14 (<i>Testing Procedures</i>), Para 5	Test Strategy	As appropriate and agreed by the Authority.	As soon as the Virtual Library is live in accordance with Paragraph 4 of this Schedule.	Upon update to the test strategy.	Authority
Schedule 14 (<i>Testing Procedures</i>), Para 6	Test Plan	As appropriate and agreed by the Authority.	Twenty (20) prior Working Days of relevant test.	Upon update to the test plan.	Authority
Schedule 14 (<i>Testing Procedures</i>), Para 8	Test Specification	As appropriate and agreed by the Authority.	Ten (10) prior Working Days of relevant test.	Upon update to the test specification.	Authority

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Schedule 14 (<i>Testing Procedures</i>), Para 9	Test Report	As appropriate and agreed by the Authority.	Two (2) Working Days prior to the date on which the test is planned to end for the Draft Test Report. Five (5) days for the Final Test Report following the relevant test completion.	Reissue with each retest.	Authority
Schedule 15 (<i>Charges and Invoicing</i>), Part 5 Para 1.2	Template Invoice	As appropriate and agreed by the Authority.	As soon as the Virtual Library is live in accordance with Paragraph 4 of this Schedule.	Upon Agreement by the Authority to vary the template.	Authority
Schedule 21 (<i>Governance</i>), Para 9.3 Schedule 15 (<i>Charges and Invoicing</i>), Part 3, Para 7 and Annex 3	Risk Register	Schedule 15 (<i>Charges and Invoicing</i>), Annex 3	As soon as the Virtual Library is live in accordance with Paragraph 4 of this Schedule.	Upon Agreement by the Authority to vary the by the Risk Management Board.	Authority
Schedule 17 (<i>Benchmarking</i>), Para 4	Benchmarking Plan	Schedule 17 (<i>Benchmarking</i>)	Upon receipt from Benchmarking.	Approval of Plan	Authority and Auditor
Schedule 18 (<i>Financial Distress</i>), Para 4.3(b)	Financial Distress Remediation Plan	As appropriate and agreed by the Authority.	As soon as reasonably practicable and in any event within ten (10) Working Days of initial notification or awareness of a	On a regular basis (not less than fortnightly).	Authority

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
			Financial Distress Event.		
Schedule 21 (Governance), Para 3.3	Representation and Structure of boards	Schedule 21 (Governance) Annex 1	Within seven (7) days of receipt of intention, or in the case of a non-Authority board member agreement by the Authority.	-	Authority
Schedule 21 (Governance), Para 3.9(e)	Minutes of governance meetings (all boards)	As appropriate and agreed by the Authority.	Within seven (7) days of receipt from chairperson.	-	Authority
Schedule 22 (Change Control Procedure), Para 4.3	Impact Assessment Estimate	As appropriate and agreed by the Authority.	Within ten (10) Working Days of date of receiving change request.	-	Authority
Schedule 22 (Change Control Procedure), Para 5	Impact Assessment	As appropriate and agreed by the Authority.	Within the period agreed by the Impact Assessment Estimate.	Within ten (10) Working Days of request by the Authority to update under Schedule 22 (Change Control Procedure), Para 5.4.	Authority
Schedule 22 (Change Control Procedure), Para 2.6	Update full copy of the Contract and copy of annotated version illustrating changes.	PDF and MS Word (editable)	Within ten (10) Working Days of the Authority's signature and issue of a Change Authorisation Note.	Any variation	Authority

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Schedule 22 (<i>Change Control Procedure</i>), Para 4	Change Request	Schedule 22 (<i>Change Control Procedure</i>), Appendix A	Within ten (10) Working Days of Authority issuing the Change Request.	-	Authority
Schedule 23 (<i>Dispute Resolution Procedure</i>), Para 2.1	Dispute Notice	Schedule 23 (<i>Dispute Resolution Procedure</i>) Para 2.2	No longer than twenty (20) Working Days from an unresolved dispute arising.	Any variation	Authority
Schedule 23 (<i>Dispute Resolution Procedure</i>), Para 4.2	Mediation Notice	As appropriate	When first served	Any variation	Authority
Schedule 24 (<i>Report and Records Provisions</i>), Para 1	Reports and Records Provisions	Schedule 24 (<i>Report and Records Provisions</i>), Appendix A	Within three (3) months of the Effective Date.	Frequency specified in Schedule 24 (<i>Report and Records Provisions</i>), Appendix A.	Authority
Schedule 25 (<i>Exit Management</i>), Para 2.1(a)	Register of All Assets, Sub-contracts and Other Relevant Agreements.	As appropriate and agreed by the Authority.	Within three (3) months of the Effective Date.	Any variation	Authority
Schedule 25 (<i>Exit Management</i>), Para 2.1(b)	Configuration Database of Technical Infrastructure and Operating Procedures.	As appropriate and agreed by the Authority.	Within three (3) months of the Effective Date.	Any variation	Authority
Schedule 25 (<i>Exit Management</i>), Para 3.1	Exit Information	As appropriate and agreed by the Authority.	On reasonable notice given by the Authority at any point during the Term.	Within ten (10) Working Days of Authority's written request.	Authority and its potential Replacement Suppliers

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Schedule 25 (<i>Exit Management</i>), Para 5.1	Exit Plan	Schedule 25 (<i>Exit Management</i>), Para 5.3	Within three (3) months of the Effective Date.	<p>In the first month of each contract year; and</p> <p>Within fourteen (14) days if requested by the Authority following a Financial Distress Event.</p> <p>Within twenty (20) days after service of Termination Notice or six (6) months prior to expiry of the Contract.</p>	Authority
Schedule 25 (<i>Exit Management</i>), Para 6.3(e)	Provide up to date Registers during the Termination Assistance Period.	As appropriate	As requested by the Authority.	As appropriate	
Schedule 25 (<i>Exit Management</i>), Para 6.7(b)	Authority Data (handback)	Schedule 24 (<i>Reports and Records Provisions</i>), Para 3 and/or as appropriate and agreed by the Authority.	At the end of the Termination Assistance Period.	-	Authority
Schedule 25 (<i>Exit Management</i>), Appendix A, Para 1.1,	Termination Services supporting documentation	As appropriate and agreed by the Authority.	As specified in the Termination Assistance Notice and in any event prior to the end of the	As specified in the Termination Assistance Notice or	-

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Para 1.2, Para 1.3 & Para 1.4	and knowledge transfer material.		Termination Assistance Period.	otherwise requested by the Authority.	
Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>), Part 1, Para 2.1	Service Continuity Plan	Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>), Part 1, Para 2.2	As soon as the Virtual Library is live in accordance with Paragraph 4 of this Schedule.	Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>), Para 7.1	Authority
Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>), Part 2, Para 2.2	Corporate Resolution Planning Information	Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>), Para 2.3	As soon as the Virtual Library is live in accordance with Paragraph 4 of this Schedule.	Schedule 26 (<i>Service Continuity Plan and Corporate Resolution Planning</i>), Para 2.8	Authority
Schedule 18 (<i>Financial Distress</i>) Para 8	Board Confirmation	As set out at Annex 4 of Schedule 18 (<i>Financial Distress</i>)	Within one-hundred and twenty (120) days of the first Accounting Reference Date to occur.	Within fifteen (15) months of the previous Board Confirmation provided or within one-hundred and twenty (120) days after each Accounting Reference Date (whichever is the earlier).	Authority
Schedule 28 (<i>Staff Transfer</i>), Part 3, Para 1.1	Supplier's Provisional Supplier Personnel List and, Staffing Information.	As appropriate and agreed by the Authority.	Schedule 28 (<i>Staff Transfer</i>), Para 1.1(a)-(d)	At such intervals as are reasonably requested by the Authority.	Authority

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Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Schedule 28 (<i>Staff Transfer</i>), Part 3, Para 1.2	Supplier's Final Supplier Personnel List	As appropriate and agreed by the Authority.	At least twenty (20) Working Days prior to the Service Transfer Date.	Upon any material change to the list of employees.	Authority and, at the discretion of the Authority, the Replacement Supplier and/or any Replacement Subcontractor.
Schedule 28 (<i>Staff Transfer</i>), Part 3, Para 1.6	Information relating to the manner in which the services are organised.	As appropriate and agreed by the Authority.	Effective Date	-	Authority
Schedule 28 (<i>Staff Transfer</i>), Part 3, Para 1.7	Payroll and benefits information	As appropriate and agreed by the Authority.	Within five (5) Working Days following the Service Transfer Date.	-	Authority, any Replacement Supplier and/or Replacement Sub-contractor.
Schedule 28 (<i>Staff Transfer</i>), Appendix C	List of Notified Sub-contractors	As appropriate and agreed by the Authority.	Effective Date	Upon any change	Authority
Schedule 29 (<i>Key Personnel</i>)	Key Personnel	Schedule 29 (<i>Key Personnel</i>)	Effective Date	As amended from time to time.	Authority

Appendix D – Supply chain Transparency Information template

	Financial Year 20[]			
	Under this Contract		Supplier as a whole	
	£	%	£	%
Estimated total contract revenue (£) to be received in this Financial Year	£	100%	£[]	100%
Total value of Sub-contracted revenues (£) in this Financial Year	£[]	[]	£[]	[]
Total value of Sub-contracted revenues to SMEs (£) in this Financial Year	£[]	[]	£[]	[]
Total value of Sub-contracted revenues to VCSEs (£) in this Financial Year	£[]	[]	£[]	[]

Appendix E - Sustainable Operations Report

Quarter 1,2,3,4 (delete as appropriate)	Month	Month	Month
Carbon Impact of each Application			
Energy consumption of each Application			
Carbon consumption of new Applications (CO2e)			
Number of Applications de-commissioned			

Energy savings (KWh) from Applications that are de-commissioned			
Carbon savings (CO2e) from Applications that are de-commissioned.			

Appendix F: The Sustainability Impacts of the Services’ Report

1. Detail the key Sustainability and Social Value impacts identified from performance of the Services;
2. Detail the Sustainability and Social Value improvements made in the preceding six (6) months;
3. Detail the actions underway or planned to reduce Sustainability and Social Value impacts; and
4. Details of the contributions made to the Authority’s Sustainability and Social Value strategies and objectives.

Appendix G: Sustainable Organisation Report

1. Demonstration of improvements around carbon reduction, data efficiencies, how the Applications are continuing to deliver a sustainable service and evidence of governance to support the delivery of progress;
2. Demonstration of a transfer of knowledge on green coding skills, including the number of staff trained;
3. The use of renewables in the Supplier and Subcontractors’ organisations;
4. Any actions taken not covered by other reports to reduce the Sustainability and Social Value impacts of the organisation:
 - a. the key impacts identified;
 - b. improvements made;
 - c. actions underway or planned to reduce impacts; and
 - d. contributions made to the Authority’s Sustainability and Social Value strategies and objectives.
5. A review of the Supplier’s adoption of Sustainability and Social Value policies and standards, targets and practices that are currently in place to reduce the sustainability impacts of its operations and evidence of these being actively pursued by staff, indicating arrangements for staff engagement, and any achievements in improving sustainability; and
6. Any support the Supplier organisation provides for local or regional communities.