

Attachment 3 – Statement of Requirements

PRIDE2 DGC TIGER TEAM

710965457 - PRIDE2 Tiger Team – Statement of Requirement

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OVERVIEW OF THE AUTHORITY

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BACKGROUND TO THE REQUIREMENT

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THE REQUIREMENT

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Key Performance Indicators (KPIs)

The following KPIs will be applied to the requirements outlined above:

No.	Description	Requirement	Measurement	Target
1	Milestones	Milestone dates are to be met in line with the agreed contract timelines	Milestone reviews in accordance with the contract timelines	Within 1 day of date, as defined at point of bid submission unless otherwise stated in the Milestones table below
2	Deliverables	Deliverables provided meet Authority expectations; are relevant, usable and achieve the desired outcome	Authority SME's to review outcome for relevance and test usability (using appropriate software where relevant)	Within 1 day of date, as defined at point of bid submission
3	Compliance with requested remedial action	Following any poor performance when KPI's are not met, evidence that remedial actions have been undertaken is provided	Authority SME's to review evidence to verify remedial action is sufficient	Within the agreed timeframe at point of remedial action requested
4	Social Values	Compliance with Social Value Commitments as defined in Bid Submission	Supplier to meet deadlines and timeframes set out in Social Value commitment as made at point of bid submission	Within the agreed timeframe

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BASE LOCATION

The Contractor will be required to work routinely at DGC, Elmwood Avenue, Feltham, TW13 7AH.

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PAYMENT

The payment method for this Call-Off Contract is completed via Contract, Purchasing & Finance (CP&F). The Supplier will issue electronic invoices monthly in arrears. The Buyer will pay the Supplier within 30 days of receipt of a valid invoice. Invoices will be sent to CP&F. All invoices must include contract reference number as well as the relating Purchase Order number. Invoices must provide a full breakdown of the costs incurred for the Authority's review and approval.

All T&S claims should be supported by valid receipts.

STAFF VETTING, EXPERIENCE AND QUALIFICATIONS

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Experience and skills required should be relevant to the individual requirements listed above.

KEY MILESTONES

Dates have been provided where there are other dependencies and requirement outside of this statement of requirement. Provisional dates (indicated by *) for deliverable and reporting milestones are to be provided to the Authority at point of bidding for agreement at startup:

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AUTHORITY'S RESPONSIBILITIES

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REPORTING

Regular written reports are required outlining progress towards milestones and highlighting potential risks to any delivery of outcomes. This will be on a schedule to be agreed at startup with individual work package SME's, but on a monthly basis as a minimum.

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DEFINITIONS AND ACRONYMS

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