

## Schedule 6 (Transparency Reports)

- 1.1 The Supplier recognises that the Buyer is subject to PPN 01/17 (Updates to transparency principles v1.1 (<https://www.gov.uk/government/publications/procurement-policy-note-0117-update-to-transparency-principles>)). The Supplier shall comply with the provisions of this Schedule in order to assist the Buyer with its compliance with its obligations under that PPN.
- 1.2 Without prejudice to the Supplier's reporting requirements set out in this Contract, within three (3) Months of the Effective Date the Supplier shall submit to the Buyer for Approval (such Approval not to be unreasonably withheld or delayed) draft Transparency Reports consistent with the content requirements and format set out in the Annex of this Schedule.
- 1.3 If the Buyer rejects any proposed Transparency Report submitted by the Supplier, the Supplier shall submit a revised version of the relevant report for further Approval 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 Buyer. If the Parties fail to agree on a draft Transparency Report the Buyer shall determine what should be included. Any other disagreement in connection with Transparency Reports shall be treated as a Dispute.
- 1.4 The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Buyer at the frequency referred to in the Annex of this Schedule.

## Annex A: List of Transparency Reports

Title	Content	Format	Frequency
Performance	<p>Reports shall contain but shall not be limited to all of the following:</p> <ul style="list-style-type: none"> <li>• Service Period covered;</li> <li>• Number of calls to the helpdesk in the period;</li> <li>• Number of Corrective Maintenance visits;</li> <li>• Average response time (attendance and repair) to calls received requiring attendance for Critical Faults</li> <li>• Average response time (attendance and repair) to calls received requiring attendance for Non-Critical Faults</li> <li>• Longest response time in period; and</li> <li>• Longest repair time in period;</li> <li>• Calculation of Goods downtime/availability per device.</li> </ul>	As per Appendix A	Quarterly or more frequently when reasonably requested by the Buyer
Maintenance Service Report/Engineer Reports	<p>Corrective Maintenance Reports and/or Preventative Maintenance Reports provided upon each maintenance visit. In the event that the Supplier cannot fulfil the maintenance obligations during a visit, for any reason, the applicable report must still be completed containing justification for the failed visit. Reports to include, but shall not be limited to all of the following:</p> <ul style="list-style-type: none"> <li>• Time of arrival and departure;</li> <li>• Date;</li> <li>• Name of engineer;</li> <li>• What work has been carried out, i.e. planned or reactive;</li> <li>• For Corrective Maintenance, the time and date of the Buyer initial notification.</li> <li>• The unit name and serial/model number and what location the work was carried out;</li> <li>• Any other details requested by the Buyer; and</li> <li>• A copy must be left on site, with a further copy emailed (with invoices) to the Buyer Authorised Representative.</li> <li>• If applicable, a Critical Exam Report must be included.</li> </ul>	As agreed	Each engineer visit

## **Appendix A – Format of Reporting**

Reports shall be in the following format, unless otherwise agreed in writing with the Buyer.

Title: *[insert title]*

Description: *[insert details of the report type]*

Frequency: *[insert Frequency]*

Report content:

Author: *[inset name and role]*

Period covering: *[insert dates from and to]*

Report purpose: *[Insert report purpose]*

Summary: *[Insert summary of report findings]*

Analysis of Performance: *[this will be based on the detail of the report]*