

# EXTENSION OF FINANCE STAFF

**TO**

**DEPARTMENT OF HEALTH AND SOCIAL CARE**

**FROM**

**PRICE WATERHOUSE COOPERS LLP**

# CONTRACT REFERENCE: CCZX21A40

Management Consultancy Framework Two (MCF2) - RM6008

Framework Schedule 4 – Template Call Off Order Form

Attachment 5a

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**Crown Commercial Service**

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**Call Off Order Form for Management Consultancy Services**

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**FRAMEWORK SCHEDULE 4**

**PART 1 – CALL OFF ORDER FORM**

**SECTION A**

This Call Off Order Form is issued in accordance with the provisions of the Framework Agreementfor the provision of Complex & Transformation Consultancy Services dated **04 September 2018**.

The Supplier agrees to supply the Services specified below on and subject to the terms of this Call Off Contract.

For the avoidance of doubt this Call Off Contract consists of the terms set out in this Template Call Off Order Form and the Call Off Terms.

|  |  |
| --- | --- |
| Order Number  | CCZX21A40  |
| From  | Secretary of State for Health and Social Care acting as part of the Crown through the Department of Health & Social Care of 39 Victoria Street, London, SW1H 0EU **("CUSTOMER")**  |
|  |  |  |
| To  |         **(****"SUPPLIER"****)** |
| Date  | **05/05/2021** **("DATE")**  |

**SECTION B**

##  CALL OFF CONTRACT PERIOD

|  |  |
| --- | --- |
| **1.1.**  | **Call Off Commencement Date:** 31/03/2021  |
| **1.2.**  | **Call Off Expiry Date**:  End date of Call Off Initial Period: **30/09/2021** End date of Call Off Extension Period: **N/A** Minimum written notice to Supplier in respect of extension: N/A  |

##  SERVICES

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| **2.1.**  | Services required:  This contract is an extension of our contract dated 23 November 2020 (Work Package 837), and is the continuation of our support to three teams within the finance directorate; the Mass Testing Finance Team, the Community Testing Finance Team and the Competition Finance Team. All finance teams report directly into one of the Finance Deputy Directors of NHSTT. The overarching requirements are the same for all teams and include: ● Developing an in-depth understanding of the NHSTT business and support to NHSTT in their development of robust financial costings and forecasts that relate to policies, programmes and projects, specifically: ○ Developing detailed costings for testing initiatives (e.g. Community testing, University testing, Large event testing);  |
|  |  | ○  | Developing and iterating financial forecasts for new and existing testing initiatives and to take account of the Government’s overall Covid-19 recovery strategy;  |
|  |  | ○  | Monitoring the actual costs of new and existing testing initiatives and carrying out detailed variance analysis to compare against forecasted costs;  |
|  | ●  | Using available data and evidence, to support NHSTT to improve the business’ understanding of cost drivers to drive effective use of resources and delivery of budget efficiencies;  |
|  | ●  | Providing input to the NHSTT Finance Business Partnering (“FBP”) team and strengthen the FBP team’s contribution to the activities of NHSTT;  |
|  | ●  | For the Competition Finance team in particular, understanding of the commercial and contractual position for NHSTT across contracts entered into by NHSTT; and  |
|  | ●  | Handing over key tasks and activities to incoming permanent staff as they are recruited.  |
|  |  **The Services** On a day to day basis, the Customer will require the Supplier to carry out tasks related to the day to day requirements set out above. The list of tasks and services identified are reflected below and will be subject to an agreed prioritisation process with regard to the support relevant to this extension contract. The prioritisation process will happen within 10 working days of this extension contract being signed. The output of the prioritisation process will be an agreed list of those work areas to continue to deploy the PwC support team on.  **List of tasks to be carried out, working in support of the Customer’s finance team:** **i) Costings for testing and reconciliation work;** * Design and develop improved costings for existing testing initiatives, incorporating input from operational, finance and commercial colleagues and good practice seen elsewhere to rapidly agree baselines which demonstrate VfM;
* Design and develop robust costings for new testing initiatives, mass testing and community mass testing, and incorporate input from departments for further improvements;
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|  | * Identify and agree with you practical improvements to the department’s processes for fees and charges, accruals and provisions as part of this work, with reference to specific cost categories (pay and non-pay); lead on the implementation of these improvements with you where appropriate;
* Undertake reconciliations and prepare schedules under NHSTT’s financial governance infrastructure;
* Review standard costing policies and agree practical improvements based on input from operational, finance and commercial colleagues and good practice seen elsewhere; lead on the implementation of these improvements with you where appropriate .
1. **Financial forecasts**

**Working in support of the Customer’s finance team, we will:** * + Review existing financial forecasts to assess their robustness and agree specific actions to improve their robustness; lead on the implementation of these improvements with you where appropriate. This would include an assessment of demand and cost of meeting that demand; capital and revenue costs;
	+ Review new financial forecasts to assess their robustness, work with departments to agree actions to build additional robustness and further develop the forecasts, lead on the implementation of these improvements with you where appropriate;
	+ Provide strategic financial input into NHSTT business planning and proactive decision support and financial insight, to drive improvements in the visibility and delivery of value for money from commercial relationships with you;
	+ Work with NHSTT in effectively monitoring risks and opportunities, looking both at the in-year position and to the medium and longer term, identifying and agreeing improvement actions with NHSTT senior stakeholders, leading on the implementation of these improvements with you where appropriate;
	+ We will support the Testing finance function in assessing and improving the financial content of business cases for expenditure, providing both critical challenge and detailed analytical support in line with Managing Public Money principles;

 1. **Commercial and contracts review**

 **Working in support of the Customer’s finance team:** * + We will work with NHSTT to review contracts and commercial arrangements entered into, to understand a) the commercial process followed, b) the materiality of the contract to NHSTT’s financial and operational position, c) understand any liabilities and indemnities which need to be discussed, d) specific client responsibilities that NHSTT should be actively managing, e) payment terms that NHSTT is committed to.
	+ Prepare documents and presentations setting out the results of the reviews conducted as per the above for discussion with key NHSTT officers and stakeholders, and incorporate feedback from NHSTT officers and stakeholders;
	+ Providing regular updates to NHSTT on progress, key risks and proposed mitigations.

 1. **Presentations and communication**

**Working in support of the Customer’s finance team:**  |

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|  | * We will work with NHSTT to deliver timely and accurate reporting and provision of financial information to stakeholders who are involved in Testing. We will also identify and agree improvements to the reporting processes, leading on implementation of improvements with you where appropriate;
* Prepare documents and presentations setting out cost variance analysis for discussion with key stakeholders, incorporate feedback from stakeholders;
* Prepare documents and presentations setting out forecasts for discussion with key stakeholders, incorporate feedback from stakeholders;
* Providing regular updates to NHSTT on progress and key risks and proposed mitigations.

 **v**) **Transfer of skills** * Document the revised processes in place in the Mass Testing Finance Team and the Community Testing Finance Team;
* Prepare training materials for upskilling of incoming staff members into the Mass Testing Finance Team and the Community Mass Testing Finance Team;
* Deliver training sessions and handover to the incoming staff into the Mass Testing Finance Team and the Community Mass Testing Finance Team.

  The Customer agrees that the scope of Services set out in this Order Form adequately reflects its requirements and addresses the mandatory requirements of Schedule 2 of the Framework Agreement.  **Customer responsibilities:** The Customer shall provide the Supplier with such information and assistance as the Supplier may reasonably require from time to time which will include access to the Customer's staff. Any information provided by the Customer shall be accurate, complete and not misleading and will not infringe the intellectual property rights of any third party. The Supplier shall not be liable for any delay or other consequences resulting from the Customer's failure to provide such information and assistance or to comply with its other obligations under this Call Off Contract.  **COVID-19** The ongoing uncertainty related to Coronavirus (COVID-19) may impact your and our ability to perform obligations under the agreement, including as a result of travel restrictions. For example we may need to provide services from an alternative location, substitute personnel where practicable or work with you to establish remote access to your systems, as far as this is possible. If you are affected by COVID-19 and it has an impact on the agreement please let us know so that we can seek solutions together.  Please also see our [website](https://www.pwc.com/gx/en/issues/crisis-solutions/covid-19.html) here for information in relation to responding to the business impacts of COVID-19.    The Services will form part of a large and complex programme to shape and deliver mass population testing across the UK. This will involve multiple workstreams and deliverables as  |
|  | described above. MCF2 Lot 3 has been chosen as it is deemed complex, multi-disciplinary, transformational and large scale with multiple workstreams and interdependencies. The Supplier shall co-ordinate and report across the breadth of the specified work package and the wider Test and Trace programme of work, ensuring interdependencies are considered at the work package and programme levels. In addition to the Services set out in this section 2.1 and Call Off Schedule 2, the Supplier is also required to deliver, as part of the Services, the Key Performance Indicators listed below and detailed in Annex 1 to this Call Off Order Form: * 99% of timecost reports completed and submitted to the Buyer within five (5) Working Days of month end detailing all billable work completed in the preceding month.
* 99% minimum accuracy across total invoices received (direct match between invoiced amounts and accompanying timecost reports).

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##  PROJECT PLAN

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| **3.1.**  | **Project Plan**: To be discussed and agreed within 10 working days of the date of this contract being signed.  |

##  CONTRACT PERFORMANCE

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| **4.1.**  | **Standards**:As defined in the Call Off Terms  |
| **4.2**  | **Service Levels/Service Credits**:Not applied  |
| **4.3**  | **Critical Service Level Failure**:Not applied  |
| **4.4**  | **Performance Monitoring:** The Supplier shall provide weekly timecost reports in the format previously agreed withthe Customer showing time spent by each member of Supplier Personnel against agreed budgets.  |
| **4.5**  | **Period for providing Rectification Plan:** In Clause 39.2.1(a) of the Call Off Terms |

##  PERSONNEL

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| **5.1**  | **Key Personnel**: Department of Health and Social Care:       These individuals shall be assisted by such other experienced PwC staff as necessary, with the appropriate specialist finance skills and knowledge to deliver the services to the Customer. CVs of all staff have been shared and agreed with the Customer before starting.  |
| **5.2**  | **Relevant Convictions** (Clause 28.2 of the Call Off Terms): Applied as per clause 28.2. The Supplier shall ensure that the checks specified in HMG Baseline Personnel Security Standard have been carried out in respect of any of Supplier Personnel assigned to access the Customer Premises, Customer Property, Customer Data or any other property or information belonging to the Customer, and that the results of those checks were satisfactory. The Supplier shall document full and accurate records of HMG Baseline Personnel Security Standard checks. This sub-clause 28.2 shall apply if the Customer has specified Relevant Convictions in the Call Off Order Form. The Supplier shall ensure that no person who discloses that he has a Relevant Conviction, or who is found to have any Relevant Convictions (whether as a result of a police check or through the procedure of the Disclosure and Barring Service (DBS) or otherwise), is employed or engaged in any part of the provision of the Services without Approval. Notwithstanding Clause 28.2.2, for each member of Supplier Personnel who, in providing the Services, has, will have or is likely to have access to children, vulnerable persons or other members of the public to whom the Customer owes a special duty of care, the Supplier shall (and shall procure that the relevant Sub-Contractor shall): * carry out a check with the records held by the Department for Education (DfE);
* conduct thorough questioning regarding any Relevant Convictions; and
* ensure a police check is completed and such other checks as may be carried out through the Disclosure and Barring Service (DBS), and the Supplier shall not (and shall ensure that any Sub-Contractor shall not) engage or continue to employ in the provision of the Services any person who has a Relevant Conviction or an inappropriate record.
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|  | **Supplier personnel and subcontractors:** The Supplier assumes that the tax indemnity at clause 24 is not intended to apply in cases of any error by Customer in its determination under chapter 10, Part 2, ITEPA 2003 or failure to make such determination, resulting in a tax liability or demand of any kind.  |
|  | **COVID-19** The Customer shall afford the same protections in relation to the prevention/handling of COVID-19 to the Supplier's staff whilst such staff are on the Customer's premises or on third party premises (at the Customer's request) that the Customer affords to the Customer's own staff. |

##  PAYMENT

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| **6.1**  | **Call Off Contract Charges** (including any applicable discount(s), but excluding VAT): The relevant daily rates are as follows. These exclude any expenses, to be agreed between the Supplier and the Customer.

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| **Total excl. VAT**  |  | **£1,141,730**  |
| **6.2**  | **Payment terms/profile** (including method of payment e.g. Government Procurement Card (GPC) or BACS): Monthly in arrears Submitted invoices must be accompanied by supporting information including: * completed timecost reports for amounts set out in the relevant invoice; and
* such other information as the Customer (acting reasonably) may require in order to verify the invoiced amounts.

The Supplier shall have processes and systems in place to ensure costs and pricing are managed appropriately during the Call Off Contract. The Supplier shall ensure that an effective mix of grades of the project team are assigned and managed during the Call Off Contract to ensure best value for money for the Customer. Invoice payments will be approved upon satisfactory delivery of the agreed Key Performance Indicator targets set out in Annex 1 to this Call Off Order Form and (in respect of the period of 1 week before the end of the Call Off Initial Period (and any Call Off Extension Period, where applicable) a completed knowledge transfer in accordance with section 8.4 of this Call Off Order Form.  |
| **6.3**  | **Reimbursable Expenses**:  Not permitted  |
| **6.4**  | **Customer billing address** (paragraph 7.6 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):Covid-19FinanceOperations@dhsc.gov.uk  Payment and Invoicing 39 Victoria Street Westminster London SW1H 0EU  |
| **6.5**  | **Call Off Contract Charges fixed for** (paragraph 8.2 of Schedule 3 (Call Off Contract Charges, Payment and Invoicing)): The duration of the Call Off Contract  |
| **6.6**  | **Supplier periodic assessment of Call Off Contract Charges** (paragraph 9.2 ofCall Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing))will be carried out on: 1 January and 1 July each year  |
| **6.7**  | **Supplier request for increase in the Call Off Contract Charges** (paragraph 10 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)):  Not Permitted  |

##  LIABILITY AND INSURANCE

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| **7.1**  | **Estimated Year 1 Call Off Contract Charges**: The sum of £1,141,730 including all expenses but excluding VAT.  Should it be necessary to change the support provided, for example changing staff members, then the Supplier and Customer will agree this in writing with 14 days notice to allow for an effective handover. **Should it be necessary to extend the period of support and increase the estimated call off charges, the Supplier and Customer will agree this separately.**  |
| **7.2**  | **Supplier’s limitation of Liability** (Clause 37.2.1 of the Call Off Terms); As set out in Clause 37.2.1 of the Call Off Terms  |
| **7.3**  | **Insurance** (Clause 38.3 of the Call Off Terms): The Supplier will maintain Professional Indemnity, Public Liability and Employer's Liability insurance at the levels of cover specified in Schedule 14 of the Framework Agreement.   |

##  TERMINATION AND EXIT

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| **8.1**  | **Termination on material Default** (Clause 42.2 of the Call Off Terms)): In Clause 42.2.1(c) of the Call Off Terms  |
| **8.2**  | **Termination without cause notice period** (Clause 42.7 of the Call Off Terms): The period of thirty (30) Working Days in Clause 42.7 shall be amended to five (5) Working Days  |
| **8.3**  | **Undisputed Sums Limit**: In Clause 43.1.1 of the Call Off Terms  |
| **8.4**  | **Exit Management:** In Call Off Schedule 9 (Exit Management), which shall be amended as follows: The following new paragraph 13 will be added: 13.1 The Supplier will produce and submit to the Customer a knowledge transfer plan within 20 Working Days of the Call Off Date of signature (or such other period as may be agreed by the Parties in writing). The draft knowledge transfer plan shall set out as a minimum: * the Supplier's proposed methodology for achieving the transfer of all relevant knowledge to the Customer and/or Replacement Supplier which might be necessary to ensure a rapid, orderly, non- disruptive transition of the Services from the Supplier to the Customer and/or its Replacement Supplier on the expiry or termination of this Call Off Contract;
* a project plan for effective knowledge transfer, including Milestones and Deliverables;
 |
|  | * identification of all critical processes and information that will be documented and provided to the Customer and/or Replacement Supplier and the timescales for documentation and provision;
* the proposed format of documentation and/ or training that will be provided by the Supplier as part of knowledge transfer and the proposed dates for provision; and
* definitions of an agreed acceptable standard and sign-off process (including roles and responsibilities from Supplier and Customer teams)
	1. The Parties shall use reasonable endeavours to agree the contents of the knowledge transfer plan. If the Parties are unable to agree the contents of the Exit Plan within ten (10) Working Days of its submission, then such Dispute shall be resolved in accordance with the Dispute Resolution Procedure.
	2. Upon termination or expiry (as the case may be) or at the end of the Termination

Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Services and the Termination Assistance and its compliance with the other provisions of this Call Off Schedule 9), the Supplier shall, at its own cost and expense: * + 1. comply with all of its obligations contained in the knowledge transfer plan and shall make the Supplier Personnel and the information available for the purposes of knowledge transfer to the Customer and/or the Replacement Supplier.
		2. provide no less than 40 hours of dedicated resource time from Supplier Personnel who were actively engaged in the provision of the Services to carry out the knowledge transfer activities set out in the knowledge transfer plan. This cost will be absorbed by the Supplier at the time of contract expiry.

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##  SUPPLIER INFORMATION

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| **9.1**  | **Supplier's inspection of Sites, Customer Property and Customer Assets:** Not applicable  |
| **9.2**  | **Commercially Sensitive Information**: The following information shall be deemed Commercially Sensitive Information: * Any information relating to the Supplier’s fee rates, its methodology for providing the services in question and any personal data provided by the Supplier including the CVs of the Staff engaged in the provision of the Services;
* Any information falling within the definition of “Supplier’s Confidential Information.

The duration for which such information shall be confidential is indefinite. |

##  OTHER CALL OFF REQUIREMENTS

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| **10.1**  | **Recitals** (in preamble to the Call Off Terms): Recital A |
| **10.2**  | **Call Off Guarantee (Clause 4 of the Call Off Terms):**  |

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|  | Not required |
| **10.3**  | **Security**:Select short form security requirements. |
| **10.4**  | **ICT Policy:** As per Department for Health and Social Care standard policy |
| **10.6**  | **Business Continuity & Disaster Recovery**: In Call Off Schedule 8 (Business Continuity and Disaster Recovery) **Disaster Period**: For the purpose of the definition of “Disaster” in Call Off Schedule 1 (Definitions) the “Disaster Period” shall be as defined in the BCDR Plan.  |
| **10.7**  | **NOT USED**  |
| **10.8**  | **Protection of Customer Data** (Clause 35.2.3 of the Call Off Terms): Not Applicable  |
| **10.9**  | **Notices** (Clause 56.6 of the Call Off Terms): Customer’s postal address and email address: **Department of Health and Social Care,** **39 Victoria Street,** **Westminster,** **London,** **SW1H 0EU**  Supplier’s postal address and email address:         |
| **10.10**  | **Transparency Reports**  |
|  | **Transparency Reports** As set out in the table below (and Call Off Schedule 13 (Transparency Reports)):   **TITLE CONTENT FORMAT FREQUENCY**  |



|  |  |
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|  | .The contact details of the Suppliers Data Protection Officer are:         The Parties acknowledge that for the purposes of the Data Protection Legislation the Parties are independent controllers of Personal Data under this Call Off Contract. In common with most professional service providers, the Supplier (“PwC”) uses third party processors to provide certain elements of its IT systems and the support for them. PwC and its third party service processors have host servers and data centres throughout the world. PwC puts in place contractual arrangements with such processors which comply with data protection law and PwC’s strict standards of security and confidentiality. PwC would only transfer personal data outside the European Economic Area (“EEA”) to a third party processor in accordance with data protection law and where it has a lawful basis to do so. Full details of how PwC uses personal data can be found in its privacy notice at: https://www.pwc.co.uk/who-we-are/privacy-statement.html The Customer should not provide PwC with personal data unless the Call Off Contract requires the use of it or PwC requests it from you. In respect of any personal data that the Customer does share with PwC, the Customer should ensure that it has necessary authority from relevant data subjects for PwC to use and transfer it in accordance with the Call Off Contract, and that they have been given necessary information regarding its use   |
|  | **Contract Reference:** | CCZX21A40  |  |
| **Date:**  | **0505/2021** |
| **Description Of Authorised Processing** | **Details** |
| Identity of the Controller and Processor | The Parties acknowledge that for the purposes of the Data Protection Legislation the Customer is the Data Controller and the Supplier is the Data Processor of Personal Data under this Call Off Contract Agreement. |
| Use of Personal Data | Managing the obligations under the Call Off Contract Agreement, including delivery of the Services.  |
| Duration of the processing | For the duration of the Call Off Contract Agreement. |
| Nature and purposes of the processing | As necessary for the Supplier to deliver the Services, in particular by using the Personal Data specified below to contact and discuss relevant matters with  |

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|  |  | employees and contractors of the Customer. |  |
| Type of Personal Data | Full name Workplace address Workplace Phone Number Workplace email address Job title or role Compensation Tenure Information Qualifications or Certifications Nationality Education & training history Previous work history References and referee details Driving license details National insurance number Bank statements Utility bills Job title or role Job application details Start date End date & reason for termination Contract type Compensation data  |
|  |  | Photographic Facial Image Biometric data Birth certificates  |  |
| Categories of Data Subject  | Employees and contractors of the Customer.  |
| **10.16**  | **MOD DEFCONs and DEFFORM** Call Off Schedule 15 Not applicable  |  |

## FORMATION OF CALL OFF CONTRACT

**BY SIGNING AND RETURNING THIS CALL OFF ORDER FORM (which may be done by electronic means) the Supplier agrees to enter a Call Off Contract with the Customer to provide the Services in accordance with the terms Call Off Order Form and the Call Off Terms.**

**The Parties hereby acknowledge and agree that they have read the Call Off Order Form and the Call Off Terms and by signing below agree to be bound by this Call Off Contract.**

**In accordance with paragraph 7 of Framework Schedule 5 (Call Off Procedure), the Parties hereby acknowledge and agree that this Call Off Contract shall be formed when the Customer acknowledges (which may be done by electronic means) the receipt of the signed copy of the Call Off Order Form from the Supplier within two (2) Working Days from such receipt.**

**For and on behalf of the Supplier:**

|  |  |
| --- | --- |
| Name and Title  |    |
| Signature  |  |
| Date  |

**For and on behalf of the Customer:**

|  |  |
| --- | --- |
| Name and Title  |  |
| Signature  |  |
| Date  |  |

## Annex 1 – Details of key performance indicators which are required to be delivered by Supplier as part of the Services listed in Section 2.1 of this Call Off Order Form

**Key performance indicators**

1. From the Commencement Date and during the Call Off Contract Term, the Supplier shall meet or exceed the following key performance indicators:

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| **No.**  | **Subsidiary** **Performance** **Indicator Title**  | **Definition**  | **Formula**  | **A**  | **B**  |
| 1  | On Time Timecost reportSubmission  | 99% of all timecost reports detailing all billable work completed in the relevant KPI Measurement Period are completed and issued to the Customer On Time Where “**On Time**” means within five (5) Working Days of the end of the relevant KPI Measurement Period  | (A/B)x100  | Number of completed timecost reports submitted On Time in the relevant KPI Measurement Period  | Total number of completed timecost reports submitted in the relevant KPI Measurement Period  |
| 2  | Invoice Accuracy  | 99% of all invoices submitted to the Customer for payment tin the relevant KPI Measurement Period are Accurate Where “**Accurate**” means that the amount specified in an invoice fully aligns to the supporting timecost reports provided with such invoice(s).  | (A/B)x100  | Number of Accurate invoices submitted in the relevant KPI Measurement Period  | Total number of invoices submitted in the relevant KPI Measurement Period  |

1. The Supplier shall measure performance against the key performance indicators on a **monthly** basis (“**KPI Measurement Period**”). Within 5 Working Days of the end of each **month**, the Supplier shall provide a report to the Customer which summarises the performance by the Supplier against each of the key performance indicators (“**KPI Performance Report**”).

1. On a weekly basis the Supplier shall, at no additional cost to the Customer, provide a project report to the Customer setting out:

* 1. a summary of resources utilised: activities completed and cost assigned in the relevant week;
	2. a rolling forecast of resources required forthcoming 14 day period to enable the Customer to approve the anticipated costs;
	3. all open and closed Actions;
	4. all open and closed Risks and Issues;
	5. Deliverables provided in the relevant week and any Deliverables scheduled to be delivered in that week which have not been delivered and the anticipated date for delivery;
	6. Milestones achieved in the relevant week and any Milestones scheduled to be achieved in that week which have not been achieved and the anticipated date for achievement;
	7. any proposed changes to the Project Plan;

Any errors or omissions in the report submissions identified in a report must be corrected by the Supplier within five (5) Working Days of the error/omission being identified.

1. The Supplier shall have processes and systems in place to ensure costs and pricing are managed appropriately during the Call Off Contract Term and will ensure that an effective mix of the grades are assigned to a project team and managed during the Call Off Contract Term to deliver best value for money for the Customer.