

Table 3: Quarterly Review

Tactical – Quarterly Review	
Purpose - A review of performance of the Services by Supplier over the preceding Quarter, including Quarterly review of Supplier performance including against the KPIs set out in Schedule 14.	
Title:	Quarterly Review
Frequency	Each Quarter
Business Level	Pan TfL - Tactical
Main Agenda Items	<ul style="list-style-type: none"> • Performance review • Financial review including abatements if applicable • Business and marketplace developments
Attendees (Company)	<ul style="list-style-type: none"> • Commercial Contract Management Representatives • Operational Contract Management Representatives
Attendees (Supplier)	<ul style="list-style-type: none"> • Commercial Contract Management Representatives • Operational Contract Management Representatives • Senior Operational and Commercial Management Representatives (in the event of Level 1, 2 or 3 Non Conformances)
Meeting Chair	<ul style="list-style-type: none"> • Company's Representative
Reports Required from the Supplier	<ul style="list-style-type: none"> • Spend report (cumulative from Commencement Date) <ul style="list-style-type: none"> ▪ KPI 1 – Delivery of Call-Off Contracts on time ▪ KPI 2 – Compliant Completion of Call-Off Contracts- Quality ▪ KPI 3 – Management Information Reporting ▪ KPI 4 – Lost Time Injuries ▪ KPI 5 – Timely and compliant submission of responses to Mini-Competitions
Decisions/ Reports/ Outputs	<ul style="list-style-type: none"> • Minutes and actions

Table 4 Operational Review Meeting

Operational Review Meeting	
<p>Purpose - A review of the status of all relevant Call-Off Contracts – planned, in progress and completed, including but not limited to:</p> <ul style="list-style-type: none"> • review of Supplier performance in previous Period; • brief update on operational priorities • review of Company’s potential new requirements • review of Payment Applications and payment adjustments; • review of the Supplier’s skills and resourcing requirements; • resolution of any on-going Supplier performance issues; • review of progress by Supplier in respect of health, safety and environmental issues (including compliance with QUENSH) and waste and resources management. 	
Title:	Operational Review Meeting
Frequency	Per Period – if required by the Company
Business Level	Pan TfL - Strategic
Main Agenda Items	<ul style="list-style-type: none"> • Period operational review • Annual financial review • Business and marketplace developments
Attendees (Company)	<ul style="list-style-type: none"> • TfL Contract Owner(s) - optional • Operational and Commercial Management Representatives • Senior Operational and Commercial Management Representatives (in the event of Level 1 2 or 3 Non Conformances)
Attendees (Supplier)	<ul style="list-style-type: none"> • Supplier - Account Director • Operational and Commercial Management Representatives
Meeting Chair	<ul style="list-style-type: none"> • Company’s Operational and Commercial Management Representatives
Reports Required	<ul style="list-style-type: none"> • Lost Time Injuries • Update on any remedial actions undertaken by the Supplier as a result of the escalation process and/or KPI2 scores awarded by the Company (quality) • Status of live Call-Off Contracts • Update on faults • Update on any resource/technical/safety issues
Decisions/ Reports/ Outputs	<ul style="list-style-type: none"> • Minutes and actions

2. Reports

The Supplier shall produce and provide to the Company the reports set out in the following table (together with such other reports as the Company (acting reasonably) requests from time to time in writing):

Table 5- Reports

	Report	Content to include, as a minimum:	Frequency
1.	Spend report (cumulative from Commencement Date)	Call-Off Contract name/reference, brief description of the Call-Off Contract (including the Services), Purchase Order Number, Site(s), business unit, Contract Price, value	Quarterly
2.	Lost Time Injuries	Full details of any Lost time Injuries per Period: date of injury, person(s) injured, Call-Off Contract details, business unit, Site, details of lost time, EIRF (external interim report form) number	Periodically and Quarterly
3.	KPI1 On Time delivery	Full details of Call-Off Contracts over the value of £5000 which are due to be delivered in the Quarter: Call-Off Contract name and reference, Purchase Order Number, Site(s), business unit, Contract Price, value, Call-Off Completion Date, actual date of Completion (as agreed by the Company in the Valid Completion Certificate), confirmation as to whether the Call-Off Completion Date was met or not	Quarterly