

**Operational Planning and Delivery for Mass Testing**

**To**

**Department of Health and Social Care**

**From**

**Bramble Hub Ltd**

**Contract Reference: CCCC21A41**

Crown Commercial Service

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Call Off Order Form for Management Consultancy Services

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12/08/2013

**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.

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| Order Number | To be confirmed, following Contract Award |
| 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 | **Bramble Hub Limited**  9E Albert Embankment, London, SE1 7SP  Registered no 4136381  **("SUPPLIER")** |
| Date | **23 February 2021**  **("DATE")** |

SECTION B

1. call off contract period

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|  | **Call Off Commencement Date**: 27 October 2020 |
|  | **Call Off Expiry Date**: 31 March 2021 |

1. Services

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| 2.1. | 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. MCF2 Lot 3 has been chosen [for mass testing] 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 out in Annex 1 to this Call Off Order Form:   * 99% of timesheet reports completed and submitted to the Buyer within five (5) Working Days of week end detailing all billable work completed in the preceding week * 99% minimum accuracy across total invoices received (direct match between invoiced amounts and accompanying timesheets).   Response to new demands for community mass testing and promotional events / activities compliant with prevailing pandemic condition and restrictions.  The Pilots and Use cases include:   1. Parliament 2. NATO 3. Universities 4. Liverpool City 5. Regional 6. Community 7. **Parliament Testing Programme support (REDACTED TEXT)**  * Engagement with Cabinet Office and Parliament on testing programme * Briefings for Parliament clerks and officials of testing support and operations * Working with Policy team on alignment * Preparing Sub for Dido and SoS * Site visits and inspections * Review of Parliamentary Estate plans * Review of testing operations with Delivery Channels * Preparation feasibility options and preparations of layout plans for testing station within the Parliamentary Estate * Liaison and briefings with DA’s on programme for devolved assemblies  1. **NATO Exercise ( REDACTED TEXT)**  * Engagement with MOD/NATO/Military personnel on options for testing programme * Preparation of SOP, Business Case and Legals * Ongoing engagement with Clinicians and PHSO on delivery * Briefings for military personnel and NATO officials of testing support and operations * Working with Policy team on alignment * Preparing briefings for Dido and SoS * Site visits and inspections of three military bases * Review of NATO plans, preparation of feasibility options and layout plans for testing station within the three military bases * Review of testing operations with Delivery Channels * Scoping and ordering of kit, equipment and infrastructure requirements to set up test sites * Overseeing delivery and logistics * Site attendance to oversee delivery, site set up and operations * Take down and return of kit and equipment * Organisation and deployment of extended testing plan at future ex * Recording lessons learned and debriefing  1. **University Programme ( REDACTED TEXT)**  * Engagement with University personnel on plans for testing programme including briefings, incident management and response to questions * Triaging inbox and instigating responses and mitigations * Preparation of clinical SOP, Business Case, Legals and indemnities and liaison with support functions to reach agreement * Working with Clinical and Policy team on alignment * Preparing briefings for Use Case Director and internal leadership * Preparing programmes and managing delivery * Attending daily briefings * Review of testing operations with Delivery Channels * Working with Delivery Channels to assure Deliveries * Establishing incident management system and supporting incident management execution * Undertaking assurance of Operational Readiness and instigating mitigations * Assuring and supporting delivery of kit and equipment including maintaining tracker and reporting * Liaison with and managing DAs engagement and delivering against their requests * Supporting the preparation of the January return to Uni plan * Recording lessons learned and debriefing  1. **Liverpool (REDACTED TEXT)**  * Reviewing the flow management and site set up of ATS test sites in Liverpool * Team attendance on site over two days, inspecting site set up, making recommendations on queue and flow management and supporting the operations * Liaison with Delivery Channels on revisions to plans and SOP * Developing streamlined layout plans to reduce infrastructure set up and increase flows * Working with internal teams to instigate internal approvals to changes * Preparing lessons learned and briefing Military personnel and T&T leadership  1. **Regional Testing (REDACTED TEXT)**  * Supporting planning for Regional Testing * Attending meetings and briefings and providing advice as required on Site Set Up * Preparing site up layout plans for Small, Medium, Large, Drive Thru and temporary pop up test sites with streamlined layout – Open Plan/Minimum Build * Working with Workforce and Delivery Channels on thru put, workforce arrangements and layout to ascertain key metrics for integration into Regional Testing planning paper * Preparing cost model for layout options * Liaison with, briefings and agreements with Delivery Channels and PHSCO on revised SOP and integration of revised layouts into Guidebook.  1. **Community Testing ( REDACTED TEXT)**  * Attending meetings and supporting planning for Community Testing * Providing advice as required on Site Set Up scenarios to include in the Guidebook * Working with Workforce and Delivery Channels on thru put, workforce arrangements and layout to develop key metrics for each iteration of the plan * Liaison with, briefings and agreements with Delivery Channels and PHSCO on revised SOP and integration of revised layouts into Guidebook. * Preparing plans and proposals for pre-Christmas event options in a Tier 3 location as part of the Community Testing proposal * Attending briefings with City Councils and Local Authorities * Liaising with DCMS, SGSA, PL and EFL on options and plans * Liaison with Liverpool on possible test pre-Christmas for Comedy Show * Preparing plans and proposals for post-Christmas event options in a Tier 3 location as part of the Community Testing roll out – reviewing all Premiership and EFL matches as well as other major sport events * Preparing briefings for SoS * Delivery of events in Dec in T3 locations if approved by SoS   REDACTED TABLE  The roles of new team members and staffing includes:  **REDACTED TEXT** – Parliament, University & DA Lead   * REDACTED TEXT is Leading on Parliament and Devolved Authorities for our Use Case * She is also managing the interface with DA’s for Universities * Her role was initially to coordinate the delivery of an asymptomatic testing regime across the Parliamentary Estate in Westminster but now covering DA engagement across Universities and Events to share methodology and discuss opportunities for shared working * The role will identify potential venues and events in the DA’s that could be used as pilot opportunities and ensure other Leads in the Trivandi team have visibility of these opportunities * The role will liaise closely with other Use Cases and other departments as necessary * This role will also start to consider the requirements for a testing regime for the State Opening of Parliament in 2021.     REDACTED TEXT – Quality Lead  At the request of PHSCO, Use Case 6 needed to appoint someone to fulfil the role of Quality Lead. According to the PHCSO Mission Guidance this person will:   * Act as Quality Lead, with accountability for the clinical quality of the service. This individual will liaise with the PHCSO team and local Clinical Quality teams and ensure quality is considered end-to-end across the Mission’s service model * Define what the public health outcome is they hope to achieve * Determine / be clear who is clinically accountable for different parts of the service / testing pathway (i.e. DHSC, NHS (e.g. if test must be done professionals), commercial provider etc.) * Understand what local clinical quality governance or specifications need to be adhered to * Consider the public health and clinical questions during service and operating model design * Consider how clinical quality will be continuously monitored and improved once the service is live * Review existing Pillar 2 Clinical SOPs, and adapt if necessary to address the proposed service design for the Mission     Key Responsibilities:   1. To alert and report to Testing Operations Quality Committee any quality issues and incidents associated with testing and reporting in their delivery channels 2. To develop and implement effective and efficient quality assurance processes in their Mission 3. To report on and monitor development, maintenance and improvement of quality and clinical governance within their Mission 4. To liaise with other Quality Leads regarding the planning and establishment of a quality management system for the National Testing Programme 5. To establish and support a programme of clinical audit for their Mission 6. To share audit data and performance across the Missions 7. To prepare specific documentation, which adheres to quality policies and objectives 8. REDACTED TEXT is working across clinical policy and integration of clinical SOP across Universities and Events     REDACTED TEXT is a SME with a medical services background who has provided medical consultancy for global major events including multiple Olympic Games as well as an expert advisor to IOC. She has also been supporting NHS antibody testing programme.    REDACTED TEXT – Logistics Integration Lead  In order to integrate all logistical matters relating to deployment of testing kit and equipment we need to deploy a resource to interface on logistics.   * This role will liaise with the Scale-Up Logistics Team and be the interface for Trivandi UC6 Leads. * The individual will have understanding of event delivery and logistic operations. * Identify necessary testing kit and equipment for each pilot * Agree roles and responsibilities for providing testing kit and equipment with the venue and Mass Testing team * Identify scope gaps in testing kit and equipment provision and work with Sector Leads to resolve * Identify and sign off on Bill of Quantities for all events and venues * Arrange delivery dates with venues and ensure booking systems, processes and venue security regimes are integrated * Manage logistics manifests at venues and define the resupply arrangements * Oversee the return of unused testing kit and equipment back to Scale Up Logistics Team * REDACTED TEXT is supporting Universities and Events |

1. PROJECT Plan

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| **3.1.** | **Project Plan**:  The Supplier shall provide the Customer with a draft Project Plan for Approval within 10 Working Days from the Call Off Commencement Date  This Call-Off Contract will include the following Project Plan, exit and offboarding plans and milestones: |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Milestone** | **Deliverables** | **Duration** | **Milestone Date** | **Customer Responsibilities** | **Milestone Payments** | **Delay Payments** | | Project Plan Delivered | An Approved Project Plan per work package (to include all Deliverables and Milestones) |  | Within ten (10) Working Days of Call Off Contract Commencement |  | n/a |  | | Knowledge Transfer Complete | A knowledge transfer plan in accordance with paragraph 13 of Call Off Schedule 9 (Exit Management) as varied by section 8.4 of this Order Form |  | Within twenty (20) Working Days of Call Off Contract Commencement |  | n/a |  | | Transparency Reports | As set out in section 10.10 below |  | As set out in section 10.10 below |  | n/a |  | | |

1. 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:**  As detailed in Annex 1 to the Call Off Order Form  The Supplier shall provide weekly timesheet reports in a format to be determined by the Customer showing time spent by each member of Supplier Personnel against agreed budgets. |
| **4.5** | **Period for providing Rectification Plan:**  The period of ten (10) Working Days in Clause 39.2.1(a) shall be amended to five (5) Working Days |

1. personnel

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| **5.1** | **Key Personnel**:  As listed in the Services at 2.1 |
| **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. |

1. PAYMENT

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| **6.1** | **Call Off Contract Charges** (including any applicable discount(s), but excluding VAT):  The total contract value shall not exceed £865,168.29 (excluding VAT).  Table of grades & rates:  REDACTED TABLE |
| **6.2** | **Payment terms/profile** (including method of payment e.g. Government Procurement Card (GPC) or BACS):  Monthly in arrears  In Annex 2 of Call Off Schedule 3 (Call Off Contract Charges, Payment and Invoicing)  Submitted invoices must be accompanied by supporting information including:   * completed timesheets 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 payment 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 [x] weeks before the end of the Initial Period (and any 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)):  [tandt.sbs@nhs.net](mailto:tandt.sbs@nhs.net)  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:  n/a |
| **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 |

1. LIABILITY and insurance

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| **7.1** | **Estimated Year 1 Call Off Contract Charges**:  The sum of £865,168.29 |
| **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):  Professional Indemnity – £5m per claim and in the aggregate per annum  Employers’ liability – as required by law  Third Party Public and Products Liability Insurance – £5m per occurrence and in the aggregate per annum |

1. 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 Commencement Date (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)   13.2 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.  13.3 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:  13.3.1 comply with all of its obligations contained in the Knowledge Transfer Plan and shall make available for the purposes of knowledge transfer to the Customer and/or the Replacement Supplier.  13.3.2 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. |

1. 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**:  Supplier breakdown of pricing |

1. 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):**  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:  **Bramble Hub Limited**  **9E Albert Embankment**  **London**  **SE1 7SP**  **contact@bramblehub.co.uk** |
| **10.10** | **Transparency Reports**  As set out in the table below (and Call Off Schedule 13 (Transparency Reports)):   |  |  |  |  | | --- | --- | --- | --- | | **TITLE** | **CONTENT** | **FORMAT** | **FREQUENCY** | | Project Progress & Deliverables Report | * A summary of resource utilised: activities completed and cost assigned in the week completed; * A rolling two (2) week forecast of resource required * Overview of all open and closed actions * Overview of open and closed risks and issues * Deliverables provided and Milestones completed/achieved in the relevant week * Anticipated delays to delivery of Milestones and Deliverables | Excel or Word | Weekly | | KPI Performance Report | * Outlining the Supplier’s performance against the key performance indicators referred to in section 2.1 above |  | tbc | |
| **10.11** | **Alternative and/or Additional Clauses from Call Off Schedule 14 and if required, any Customer alternative pricing mechanism:**  Not applicable |
| **10.12** | **Call Off Tender**:  n/a |
| **10.13** | **Publicity and Branding (Clause 36.3.2 of the Call Off Terms)**  Not applicable |
| **10.14** | **Staff Transfer**  Annex to Schedule 10, List of Notified Sub-Contractors (Call Off Tender). |
| **10.15** | **Processing Data**  Call Off Schedule 17  Name: REDACTED TEXT  Email: REDACTED TEXT  Name: To be confirmed  Email: To be confirmed |
| |  |  | | --- | --- | | **Contract Reference:** | *CCCC21A41* | | **Date:** | **27 October 2020** | | **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 employees and contractors of the Customer. | | Type of Personal Data | Full name  Workplace address  Workplace Phone Number  Workplace email address   |  | | --- | | Job title or role | | | 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.**

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| **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:

| **No.** | **Subsidiary Performance Indicator Title** | **Definition** | **Formula** | **A** | **B** |
| --- | --- | --- | --- | --- | --- |
| 1 | On Time Timesheet Submission | 99% of all timesheets 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 timesheets submitted On Time in the relevant KPI Measurement Period | Total number of completed timesheets 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 timesheets 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 ***weekly*** basis (“**KPI Measurement Period**”). Within 5 Working Days of the end of each ***week*** 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**”).
2. 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.