

## Support to the UK Freeports Programme – Technical Assistance Service

### Governance and Reporting Schedule

<b>Contract Name:</b>	Support to the UK Freeports Programme
<b>Contract Ref. No.:</b>	CPD 004 121 213
<b>Short description of contracted provision:</b>	Provision of technical support to the delivery of the UK's Freeports Programme. The supplier will provide challenge and strategic advice to improve the quality and delivery of Freeports plans and proposals.
<b>Supplier name:</b>	PA Consulting
<b>Customer organisation/s ("The Authority") name:</b>	MHCLG
<b>Contract Manager's name:</b>	[Redacted]

## Overview

This document provides details of the:

1. Authority's (MHCLG) governance arrangements and key personnel for the management of the contract;
2. Reporting arrangements required of the Supplier; and
3. Key performance indicators (KPIs) that the Supplier is required provide to the Authority as part of the management information reported.

This document is a live documents and will be updated through the life of the contract for example if there is a change in personnel or extra reporting arrangements are agreed as part of inception.

### 1. Governance Arrangements

The contract management responsibility for the service sits within the MHCLG Freeports Delivery Team. The Freeports Delivery Team reports on the contract to the Freeports Strategy Board, which has oversight of the service delivery. The Freeports Strategy Board will have oversight of the contract within the Authority. The management of the contract will lie solely with MHCLG as the Authority for this contract and any engagement required with other government departments will be coordinated by MHCLG.

The contract management arrangements and key personnel within the Authority are as follows:

Contract role	Name	Role description	Alternative contact if unavailable
Senior Responsible Owner (SRO)	[Redacted]	Accountable for contract delivery in the Authority and escalation point for issues that haven't been resolved by the Contract Manager.	[Redacted]
Contract Director	[Redacted]	Strategic management and tactical oversight of the contract.  Responsible for contract delivery in the Authority and escalation point for issues that haven't been resolved by the Contract Manager.	[Redacted]
Contract Manager	[Redacted]	Day-to-day management of contract and main point of contact within the Authority.  Responsible for the contract delivery in the Authority.	[Redacted]

Project Support	[Redacted]	Works with the Contract Manager to provide day-to-day contract management and monitoring support.	N/A
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## 2. Reporting Arrangements

The below sets out the basic contract reporting requirements of the Supplier to the Authority during the term of the contract.

Type	Frequency	Attended by	Description
Update / check-in	Weekly	Authority Contract Manager / Project Support  Supplier representation TBC during inception	Objective- Opportunity to raise and resolve day to day issues as they arise and provide a brief overview of progress the previous week and planned activity the week ahead.
			Report requirement – short email with bullet point summary
			Meeting requirement – during inception only unless circumstances dictate that an ad-hoc meeting would be beneficial to resolve any new issues or risks.
Monitoring	Monthly	Authority Contract Director, Contract Manager, and Project Support  Supplier representation TBC during inception	Objective - Discussion of progress against the agreed deliverables and forum for decision making on support provided. Discussion will include work completed during this period, levels of use of the service by each Freeport, plans for the next period, budget monitoring, any change requests, key risks, issues and actions
			Report requirement – written report (Word / PDF equivalent) including KPI update in format as agreed between the Authority and Supplier.  Monthly Social Value Portal Report on each social value commitment.
			Meeting requirement – in person or virtual (MS Teams)

Contract Review	Quarterly	Authority Deputy Director – Funding Delivery, Contract Director, Contract Manager, and Project Support  Supplier representation TBC during inception	Objective - A review of the progress over the past quarter and to date, including an opportunity to step back and review the delivery strategy and continuous improvement.
			Report requirement – as per the monthly monitoring meeting with addition of sections to consider the delivery strategy and continuous improvement.
			Meeting requirement – in person typically at MHCLG office London (2 Marsham Street).
Six monthly review	Within six months of mobilisation / every six-months	Authority Deputy Director – Funding Delivery, Contract Director, Contract Manager, and Project Support  Supplier representation TBC during inception	Objective - A review of the progress over the past six months and to date, including an outline of the services delivered, results achieved, lessons learned, and recommendations for adapted service offer including improvements.
			Report requirement – as per the monthly monitoring meeting with the addition of results achieved, lessons learned, and recommendations for adapted service offer including improvements.
			Meeting requirement – in person typically at MHCLG office London (2 Marsham Street).
Freeports Strategy Board	Monthly but only periodic attendance required	Authority and other government departments	Cross-government programme board for the delivery for the Freeports programme. Occasional attendance by the Supplier will be required to report on progress.

The terms of reference for the monitoring and contact review meetings will be confirmed during the inception period.

The above table does not reflect the other management, delivery or engagement meetings or reports that might be required to support the delivery of the service, such as internal meetings

within the Authority where there will be value for the Supplier to attend for the purposes of stakeholder engagement. Attendance at these meetings will be agreed between the Authority and Supplier.

### 3. Management information: Key Performance Indicators

The below table details the key performance indicators for the service and the required target levels for the Supplier to meet or exceed. These will be subject to further review during the inception phase and confirmed at the end of that period.

KPI ID	Framework Dimension	Service Area	KPI	Target
A1	Activity/Input	Engagement	Proportion of Freeports accessing supplier's support each quarter.	≥ 75%
A2	Activity/Input	Engagement	Meetings between supplier and Freeports each month.	2 per Freeport
A3	Activity/Input	Responsive	Average time between receipt of support request & commencement.	2 weeks
O1	Output	Quality of Service	Number of services delivered.	To be defined during inception
O2	Output	Quality of Service	Complaints processed within 4 weeks.	100%
O3	Output	Quality of Service	Positive feedback on supplier performance from Freeports.	≥ 80%
O4	Output	Responsive	Average time taken to mobilise troubleshooting teams following request.	5 days
O5	Output	Programme Support/Advice	Number of learning products/events delivered.	1 per month
O6	Output	Programme Support/Advice	Number of programme support and advice services provide to CLGU.	To be defined during inception
Oe1	Outcome	Improvement	Adjustments to improve service provision based on feedback.	1 per quarter
Oe2	Outcome	Quality of Service	Customer Value Review (CVR) Score.	≥ 70%
Oe3	Outcome	Quality of Service	Number of evidenced contributions to the delivery of Freeport programme outcomes.	To be defined during inception
V1	Value for money	Value for money	Unit cost per services delivered	To be defined during inception
V2	Value for money	Value for money	Budget execution rate	To be defined during inception
S1	Social Value	Social Value	Number of local diverse suppliers used to deliver the contract <i>Metrics to be used – organisational category, no. contracts awarded,</i>	To be defined during inception

			<i>value of contracts awarded, percentage of total spend.</i>	
S2	Social Value	Social Value	Number of hours of innovation support provided to 1-2 SMEs per Freeport.	To be defined during inception
S3	Social Value	Social Value	Number of organisations benefiting from proposal writing masterclass.	80 (to be confirmed during inception)
S4	Social Value	Social Value	Number of suppliers engaged through meet the buyer sessions, focussing on new and minority owned suppliers.	To be defined during inception
S5	Social Value	Social Value	Number of employment barriers overcome by diagnose and baseline the skills needs of Freeports to define the skills shortages of Freeports by sector and propose tangible actions to address employment barriers	To be defined during inception
S6	Social Value	Social Value	Number of Authority apprentices (if available) hosted on Supplier programme for a two-month rotation each.	2
S7	Social Value	Social Value	Number of Authority staff (or those of Freeports) trained in HMT Better Business Case qualification.	10
S8	Social Value	Social Value	Number of work experience students hosted by the Supplier programme team for a period of circa 3-6 months.	≥ 1
S9	Social Value	Social Value	Number of roundtable events hosted with Local Authority leadership teams to explore opportunities and challenges associated with the introduction of Freeports.	1
S10	Social Value	Social Value	Number of interactive briefing sessions held with Local Authorities on how to develop intelligent customer capabilities when procuring consultancy support.	≥ 1

S11	Social Value	Social Value	Number of Local Authority staff hosting a Freeport trained in HMT Better Business Case qualification.	One individual per Local Authority hosting a Freeport
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