

APPENDIX 1: CIE INITIATIVE PLAN



Contract Initiative
Efficiency (CIE)
Initiative Plan

Contract:				Period:		
Company Representative:				Value completed to date:		
Company Representative summary of Period - Achievements, Challenges, Concerns, Risks etc						
V1.0 for use						
<u>Working Initiatives</u>						
Initiative Title	Number	Status	Baseline date for completion	Actual / Forecast Completion	Comments & Key Actions	

BUNDLE 2: FIRE: MARCH 2017

APPENDIX 2: CIE REVIEW FORM

STAGE 1 – INITIATIVE COMMENCEMENT

Contract:		Company's Representative:	
Initiative Title:		Supplier's Representative:	
Initiative Reference:		CIE Initiative Sponsor:	

Target Completion Date:		Target Efficiency:	
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Description of Initiative:	
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STAGE 2 - FEASIBILITY REVIEW PLAN

Key Milestones	Date	Comments

Requirements to Undertake Feasibility Review	
Supplier's Resources:	
Company's Resources:	
Key Enablers:	

Stage 1 Sign off	Name	Signature	Date

BUNDLE 2: FIRE: MARCH 2017

Supplier's Representative			
Company's Representative			
CIE Initiative Sponsor			

STAGE 3 - PROPOSAL & IMPLEMENTATION PLAN

Target Completion Date:		Target Efficiency:	
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Details of Proposal	
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Key Milestones	Date	Comments

Requirements for Implementation	
Supplier's Resources:	
Company's Resources:	
Key Enablers:	

Stage 2 Sign off	Name	Signature	Date
Supplier's Representative			

BUNDLE 2: FIRE: MARCH 2017

Company's Representative			
CIE Initiative Sponsor			

STAGE 4 - BENEFITS REALISATION

	Comments
Date Implemented	
Savings Value	
Contract Varied	

Details	
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Stage 2 Sign off	Name	Signature	Date
Supplier's Representative			
Company's Representative			
CIE Initiative Sponsor			

SCHEDULE 21: CONTRACT MANAGEMENT

1. Definitions

“Business Continuity Plan” means the plan prepared by the Supplier and delivered to the Company in accordance with this Schedule 21 (Contract Management) as Appendix 3 (Business Continuity Plan);

“CIE Initiative Plan” means the plan set out in Appendix 1 (Organisational Plan) to Schedule 20 (Contract Innovation Efficiency);

“Competency Management and Training Plan” means the plan set out in Schedule 3 (Specification);

“Contract Management Groups” means the groups set out in Table 1 (Contract Management Groups) of this Schedule 21 (Contract Management);

“Demobilisation Plan” means the plan prepared by the Supplier and delivered to the Company in accordance with Schedule 15 (Obligations on Handover);

“Forward Maintenance Plan” means the plan set out in Schedule 3 (Specification);

“Health, Safety, Quality and Environmental Plan” means the plan prepared by the Supplier in accordance with Schedule 7 (Health, Safety, Quality and Environmental);

“Organisational Chart” means the chart of Supplier Personnel set out in Appendix 1 (Organisational Chart) to this Schedule 21 (Contract Management);

“Quarterly Contract Scorecard” has the meaning given to it in Appendix 2 to Schedule 12 (Performance Measurement);

“Service Delivery Plan” means the plan prepared by the Supplier and delivered to the Company in accordance with this Schedule 21 (Contract Management);

“Strategic Labour Needs and Training Delivery Plan” means the plan set out in Schedule 17 (Strategic Labour Needs and Training); and

“TfL Contract Owners” means a designated senior manager or director representing the Company.

2. Governance/Management Groups and Meetings

- 2.1. The Supplier shall establish and maintain an account management team suitable for the Services required, both technically and managerially, to be responsible for but not limited to:
- 2.1.1. the satisfactory execution and day to day management of the Services on a timely basis, and to the standard required as described within Schedule 3 (Specification);
 - 2.1.2. ensuring proactive and pre-emptive management of all Services;
 - 2.1.3. providing strategic advice and support in the provision of the Services;
 - 2.1.4. acting as the liaison point between the Company's Representative and the Supplier; and
 - 2.1.5. ensuring that the Services provided are carried out in accordance with the Contract and to the satisfaction of the Company's Representative.
- 2.2. The Supplier shall comply with the organisational chart attached at Appendix 1 (Organisational Chart) to this Schedule 21 (Contract Management). The Supplier shall populate such organisational chart with the names of relevant Supplier's Personnel within twenty (20) Working Days of the Services Commencement Date. The Supplier shall update such organisational chart and submit to the Company for approval Quarterly. Such organisation chart cannot be varied unless agreed by the parties in writing.
- 2.3. The Supplier shall set up, implement and maintain Contract Management Groups to govern the Contract at a strategic, tactical and operational level as set out in Table 1 (Contract Management Groups) of this Schedule 21.
- 2.4. The Contract Management Groups shall meet, as a minimum, in accordance with the frequencies set out in Table 2 (Contract Management Group Frequencies) of this Schedule 21.
- 2.5. The Supplier shall ensure that all Supplier Personnel attending meetings have the necessary delegated authority to act on behalf of the Supplier. In the absence of the Supplier's Account Director or other Key Personnel, a suitable qualified replacement must be provided.
- 2.6. The Company shall, prior to each anniversary of the Services Commencement Date, develop and issue an annual schedule of meetings to monitor and manage the performance of the Services by the Supplier.
- 2.7. The Company shall develop and issue agendas for all meetings no later than two (2) Working Days prior to each meeting and shall take minutes of all meetings. The Meeting Chair (as set out in Tables 3-7 of this Schedule 21) shall be responsible for issuing the minutes of all meetings for agreement with the Company within five (5) Working Days of each meeting taking place.
- 2.8. All meetings shall be held at the Company's premises unless agreed otherwise by the Company.
- 2.9. The Supplier shall, in addition to all meetings and plans specified in this Schedule 21, attend any meeting and produce reports in accordance with Schedule 2 (Payment).
- 2.10. The Supplier shall attend, with the Company in each Contract Year, the meetings set out in Tables 3-7 of this Schedule 21, in the frequencies stated below:

BUNDLE 2: FIRE: MARCH 2017

Table 3	Annual Strategic Review	Annually
Table 4	Contract Innovation Efficiency Review	Bi-Annually
Table 5	Quarterly Review	Quarterly
Table 6	Period Progress Meeting	Each Period
Table 7	Service Delivery Review	Daily, Weekly (as required)

Table 1: Contract Management Groups

	Company – Contract Management	Supplier – Contract Management
Strategic	<ul style="list-style-type: none"> Contract Owner(s) 	<ul style="list-style-type: none"> Managing Director Sector Director Account Director
Tactical	<ul style="list-style-type: none"> Senior Operational Contract Management Representatives Senior Commercial Contract Management Representatives 	<ul style="list-style-type: none"> Sector Director Account Director Finance Manager Day / Night Operations Manager (s) Commercial Manager
Operational	<ul style="list-style-type: none"> Operational Contract Management Representatives Commercial Contract Management Representatives 	<ul style="list-style-type: none"> Day/Night Ops Manager HR Manager HSQE/Compliance Manager Project Manager Continuous Improvement Manager EIC Manager Commercial Manager

Table 2: Contract Management Group Frequencies

	Attendees	Frequency
Strategic	<ul style="list-style-type: none"> TfL Contractor Owner(s) Supplier - Account Director Senior Operational and Commercial Management Representatives 	Annually
Tactical	<ul style="list-style-type: none"> Senior Operational Management Representatives Senior Commercial Management Representatives 	Annually Biannually Quarterly
Operational	<ul style="list-style-type: none"> Commercial Contract Management Representatives Operational Contract Management Representatives 	Each Period Weekly
		Daily Briefings