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**Redaction KEY:**

**PI RUS40 of FOIA = [Personal Information Redacted Under Section 40 of the Freedom of Information Act]**

**CI RUS43 of FOIA = [Commercial Information Redacted Under Section 43 of the Freedom of Information Act]**

**Eastern Shires Purchasing Organisation**

*Barnsdale Way, Grove Park, Enderby, Leicestershire, LE19 1ES*

*ESPO Framework Reference 3A*

**ESPO reference 3A\_12
Advertising & Communications Framework**

**Recruitment Advertising &
Placing of Public and Statutory Notices**

**CLIENT BODY AGREEMENT**



ESPO reference 3A\_12

Advertising & Communications

CALL OFF FOR THE PROVISION OF:

External Advertising and Typesetting/ Alternative formats

BMS Reference: ITT60226

**SCHEDULE 1 to the CLIENT BODY AGREEMENT**

**PROTOCOL**

ESPO on behalf of Pro5 is the lead contracting body and as such will maintain overall responsibility for the performance management, review and renewal of the Framework Agreement unless otherwise agreed within Pro5.

Client Bodies will be responsible for managing their own local arrangements including contract reviews for their own service delivery needs.

As such Client Bodies will be required to:

1. Agree the local implementation of the provision of the Services and integration of electronic systems between their own organisation and the Service Provider.
2. Identify a named officer (Contract Manager) who shall be a single point of contact for the Service Provider and ESPO and/or Pro5 member.
3. Specify individual requirements for the provision of Management Information reporting.
4. Be responsible for the payment of invoices issued by the Service Provider in respect of the Services delivered to them and to specify any local variations to invoicing requirements.
5. Attend overarching contract review meetings as organised by ESPO from time to time.
6. Manage locally any performance issues or continuous improvement actions and to escalate to ESPO only those matters that frustrate the local arrangements.
7. Note that ESPO shall need to access all management information for the purpose of managing the Agreement.

Any service delivery requirements that are locally agreed relating to the above points and any other variations to the Client Body Agreement including Contract Standards and the Service Level Agreement should be recorded in **Schedule 2** **(Local Arrangements)** to this Client Body Agreement