

DPS Schedule 4 – DPS Management

1. Definitions

- 1.1. In this Schedule, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions):

“Supplier DPS Manager”	has the meaning given to it in Paragraph 3.1 of this Schedule; and
“Supplier Review Meetings”	has the meaning given to it in Paragraph 3.9 of this Schedule

2. How the Contracting Authority and the Supplier will work together

- 2.1. The successful delivery of this Contract will rely on the ability of the Supplier and the Contracting Authority to develop a strategic relationship immediately following the conclusion of this Contract and maintaining this relationship throughout the DPS Contract Period.
- 2.2. To achieve this strategic relationship, there will be a requirement to adopt proactive DPS management activities which will be informed by quality Management Information, and the sharing of information between the Supplier and the Contracting Authority.
- 2.3. This Schedule outlines the general structures and management activities that the Parties shall follow during the DPS Contract Period.

3. DPS Management Structure

- 3.1. The Supplier shall provide a suitably qualified nominated contact (the **"Supplier DPS Manager"**) who will take overall responsibility for delivering the Goods and/or Services required within this Contract, as well as a suitably qualified deputy to act in their absence.
- 3.2. The Supplier shall put in place a structure to manage this Contract in accordance with DPS Schedule 1 (Specification) and the Performance Indicators.
- 3.3. A governance structure will be agreed between the Parties as soon as reasonably practicable following the DPS Start Date.
- 3.4. Following discussions between the Parties following the DPS Start Date, where requested by the Contracting Authority the Supplier shall produce and issue to the Contracting Authority a draft supplier action plan (the **"Supplier Action Plan"**). the Contracting Authority shall not unreasonably withhold or delay its agreement to the draft Supplier Action Plan. The Supplier Action Plan shall be agreed between the Parties and come into effect within two weeks from receipt by the Supplier of the draft Supplier Action Plan.
- 3.5. The Supplier Action Plan shall be maintained and updated on an ongoing basis by the Contracting Authority. Any changes to the Supplier Action Plan shall be notified by the Contracting Authority to the Supplier. The Supplier shall not unreasonably withhold its agreement to any changes to the Supplier Action Plan. Any such changes shall, unless the Contracting Authority otherwise Approves, be agreed between the Parties and come into effect within two weeks from receipt by the Supplier of the Contracting Authority's notification.
- 3.6. The Supplier agrees to comply with its obligations in the Supplier Action Plan as updated from time to time.

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- 3.7. The Supplier shall comply with all requests from the Contracting Authority in regard to compliance requirements as required including:
- 3.7.1. Dun and Bradstreet risk failure score monitoring;
 - 3.7.2. regular evidence that the Required Insurances and Additional Insurances have been renewed and maintained;
 - 3.7.3. invoice payment performance; and
 - 3.7.4. verification of required accreditations & certifications.
- 3.8. Suppliers should participate in further competitions when identified by appropriate filters using the Platform. A repeated failure to bid on further competitions without an acceptable reason may result in the Supplier being suspended from the DPS, in accordance with Clause 10.7 (Partially ending and suspending the contract), for a period as decided by the Contracting Authority.

Supplier Review Meetings

- 3.9. Regular performance review meetings will take place at the Contracting Authority's premises throughout the DPS Contract Period ("**Supplier Review Meetings**") at such times and frequencies as the Contracting Authority determine from time to time (which are anticipated to be once every Month or less). The Parties shall be flexible about the timings of these meetings.
- 3.10. The Supplier Review Meetings will review the Supplier's performance under this Contract and, where applicable, the Supplier's adherence to the Supplier Action Plan. The agenda for each Supplier Review Meeting shall be set by the Contracting Authority and sent to the Supplier in advance.
- 3.11. The Contracting Authority may ask the Supplier to discuss any instances known to the Supplier where any Other Contracting Authority decided not to use this DPS Contract for their order.
- 3.12. The Supplier Review Meetings shall be attended, as a minimum, by the Contracting Authority Representative(s) and the Supplier DPS Manager.

4. How the Supplier's Performance will be measured

- 4.1. The Supplier's performance will be measured by the following Performance Indicators ("PI"):

Performance Indicator (PI)	PI Target	Measured by
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MI Returns All MI returns to be returned to the Contracting Authority within 14 days of being requested	100%	Confirmation of receipt and time of receipt by the Contracting Authority
Supplier-Self Audit Provision of the Model Self Audit Certificate within 2 weeks of the end of each Contract Year	100%	Confirmation of receipt and time of receipt by the Contracting Authority
Modern Slavery Supplier annual slavery and human trafficking report to be issued to the Contracting Authority in accordance with the DPS Contract Joint Schedule 5	100%	Confirmation of receipt and time of receipt by the Contracting Authority

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Cost breakdown Provide accurate and full breakdown of pricing for Services supplied by the Supplier within 14 Working Days of a request from the Contracting Authority.	100%	Confirmation of receipt of full and accurate information the Contracting Authority.
Pricing Mechanism Provide full and accurate information when requested by the Contracting Authority, on how the Supplier has arrived at a fixed or capped price bid under an Order Contract	100%	Confirmation of receipt of full and accurate information the Contracting Authority
The Contracting Authority Audit Actions identified in the Contracting Authority` Audit report to be delivered by the dates set out in the Audit report	95%	Confirmation by the Contracting Authority of completion of the actions by the dates identified in the Audit report
Social Value Delivery The Supplier will provide a Social Value Delivery Statement upon request by the Contracting Authority detailing the Social Value that has been delivered through Order Contracts under this DPS	100%	Confirmation of receipt of full and accurate information by the Contracting Authority
Supplier Responsiveness Responsiveness to the Contracting Authority in relation to management of this agreement	≥ 95%	Responding to correspondence (email or phone) from the Contracting Authority within 2 Working Days. Resolving issues raised
Customer Satisfaction Services to be provided under Order Contracts to the satisfaction of Buyers	90%	Confirmation by the Contracting Authority of the Supplier's performance against customer satisfaction survey

- 4.2. The Supplier shall comply with the PIs and establish processes to monitor its performance against them and the Supplier's achievement of PIs shall be reviewed during the Supplier Review Meetings.
- 4.3. The Contracting Authority reserves the right to adjust, introduce new, or remove PIs throughout the DPS Contract Period, however any significant changes to PIs shall be agreed between the Contracting Authority and the Supplier in accordance with the Variation Procedure.
- 4.4. The Contracting Authority reserves the right to use and publish the performance of the Supplier against the PIs without restriction.

5. What the Supplier must do to measure their performance

- 5.1. The Supplier shall cooperate in good faith with the Contracting Authority to develop efficiency tracking performance measures for this Contract if required to do so by the Contracting Authority. This shall include the following (but this list is not exhaustive and may be developed during the DPS Contract Period):
 - 5.1.1. tracking reductions in product volumes and product costs, in order to demonstrate that Buyers are consuming less and buying more smartly;

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- 5.1.2. developing additional PIs to ensure that this Contract supports the emerging target operating model across central government (particularly in line with centralised sourcing and category management, procurement delivery centres and payment processing systems and shared service centres).
- 5.2. The metrics that are to be implemented to measure efficiency shall be developed and agreed between the Contracting Authority and the Supplier. Such metrics shall be incorporated into the list of PIs set out in this Schedule.
- 5.3. The ongoing progress and development of the efficiency tracking performance measures shall be reported through DPS management activities as outlined in this Schedule.

6. What to do if the Contracting Authority and the Supplier can't agree about the performance

- 6.1. In the event that the Contracting Authority and the Supplier are unable to agree the performance score for any PI during a Supplier Review Meeting, the disputed score shall be recorded and the matter shall be referred to the Contracting Authority Authorised Representative and the Supplier Authorised Representative in order to determine the best course of action to resolve the matter (which may involve organising an ad-hoc meeting to discuss the performance issue specifically).
- 6.2. In cases where the Contracting Authority Authorised Representative and the Supplier Authorised Representative fail to reach a solution within a reasonable period of time, the matter shall be referred to the Dispute Resolution Procedure.

7. Marketing

- 7.1. The Supplier shall ensure that a person is appointed as Supplier Marketing Contact who shall be responsible for the marketing obligations of the Supplier in relation to this Contract.

How the Supplier must contribute to the Contracting Authority publications

- 7.2. The Supplier shall supply current information relating to the Services it offers for inclusion in the Contracting Authority marketing materials when required by the Contracting Authority from time to time.
- 7.3. Such information shall be provided in such form and at such time as the Contracting Authority may request.
- 7.4. Failure to comply with the provisions of Paragraphs 7.2 and 7.3 may result in the Supplier's exclusion from the use of such marketing materials. **What Suppliers can say in its own publications**
- 7.5. All marketing materials produced by the Supplier in relation to this DPS shall at all times comply with the Contracting Authority branding guidance at <https://www.gov.uk/government/publications/crown-commercial-servicesupplier-logo-and-brand-guidelines>.
- 7.6. The Supplier will periodically update and revise its marketing materials to ensure ongoing compliance.
- 7.7. The Supplier shall regularly review the content of any information which appears on its website and which relates to each Contract and ensure that such information is up to date at all times.
- 7.8. The Supplier shall obtain all appropriate approvals prior to publishing any content in relation to a Contract with that Party using any media, including on any electronic medium, and the Supplier will ensure that such content is regularly maintained and updated. In the event that the Supplier fails to maintain or update the content, the Contracting Authority or the relevant Buyer may give the Supplier notice to rectify the

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failure and if the failure is not rectified to its reasonable satisfaction within one (1) Month of receipt of such notice, shall have the right to remove such content itself or require that the Supplier immediately arranges the removal of such content.

8. Where the Contracting Authority might oversee parts of the Order Contracts

- 8.1. The Contracting Authority CS shall have oversight of certain processes which are operated under Order Contracts. Such oversight shall be provided in relation to the operation of the following Schedules in each Order Contract:
- 8.1.1. Order Schedule 3 (Continuous Improvement);
 - 8.1.2. Order Schedule 9 (Security); and
 - 8.1.3. (the "**Supported Schedules**")

How the Supplier must support the Contracting Authority involvement

- 8.2. The Supplier shall co-operate as reasonably required by the Contracting Authority in relation to the Supported Schedules including:
- 8.2.1. provision of information;
 - 8.2.2. allowing the Contracting Authority to act as agent for the Buyers under the Supported Schedules for such matters as the Contracting Authority may notify to the Supplier from time to time; and
 - 8.2.3. such other matters as the Contracting Authority may notify to the Supplier from time to time.