

ANNEX D TO CONTRACT ISSCCT/0239

GOVERNANCE

1. INTRODUCTION

This Annex D sets out the requirements in respect of how the Parties will monitor progress on, or issues with obligations of each Party under the Contract, maintain communication between the Parties, ensure delivery of the Core Services and contract management.

2. MEETINGS

a. The Contractor and Authority's team shall attend meetings outlined below:

[REDACTED]

[REDACTED]

Service Management Meeting:

Frequency: Monthly.

Venue: Contractors premises.

Aim (but not be limited to): To discuss Core Service Performance and Quality e.g Help Calls, Service Levels (Priority 1, 2 Calls), Virus Threats, number of Training courses run.

Change Progress Meetings:

Frequency: Fortnightly.

Venue: Alternate between the Contractors premises and the MOD establishment at [REDACTED]

Aim (but not limited to): progress on 'new work' being provided via contract change process

Programme Review Board (PRB):

Frequency: Monthly.

Venue: [REDACTED].

Aim: To provide an overview of the Core Service performance, issues for escalation, forthcoming events.

Commercial Meeting:

Frequency: Quarterly, one week prior to the Progress Meeting.

Venue: [REDACTED]

Aim: To discuss commercial matters and contract management.

MOD Applications Working Groups:

Frequency: Ad hoc at this stage

Venue: [REDACTED]

Aim: To discuss progress on MODNet and any implications on the Core Services.

Business Support Meetings:

Frequency: 2 (Two) Monthly

Venue: Contractor's Premises

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]