

**Call Off Schedule 15 (Call Off Contract Management)**

Call Off Ref: [Redacted]

**Call Off Schedule 15 (Call Off Contract Management)****1. Definitions**

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

<b>"OCM"</b>	the Operational Contract Manager - the manager appointed in accordance with paragraph 2.1 of this Schedule;
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**2. Contract Management**

- 2.1 The Buyer will provide a designated contact as an Operational Contract Manager (OCM) to manage the day-to-day running of the contract and performance monitoring activity.
- 2.2 The Buyer will provide a designated contact as a Commercial Contract Manager to manage key contractual activity.
- 2.3 Where relevant, the Buyer will provide a definitive list of contacts for specific requirements of the contract during the implementation period.
- 2.4 The Buyer OCM will attend all and review meetings.
- 2.5 The Buyer may invite key internal stakeholders to review meetings to support specific contract and performance management-related activities.

**3. Supplier Personnel**

- 3.1 The Supplier must provide a designated contact as the responsible Account Manager to the Buyer.
- 3.2 The Supplier's designated Account Manager must attend all review meetings.
- 3.3 In the event of sub-contracting arrangements, the Supplier's designated Account Manager will have responsibility for ensuring the attendance of key delivery partners where required at review meetings.
- 3.4 The Supplier's Account Manager shall be:
- 3.4.1 the primary point of contact to receive communication from the Buyer and will also be the person primarily responsible for providing information to the Buyer.
  - 3.4.2 able to delegate his position to another person at the Supplier but must inform the Buyer before proceeding with the delegation and it will be the delegated person's responsibility to fulfil the Account Manager's responsibilities and obligations;
  - 3.4.3 able to cancel any delegation and recommence the position himself; and

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- 3.4.4 replaced only after the Buyer has received notification of the proposed change.
- 3.5 The Buyer may provide revised instructions to the Supplier's Account Manager in regard to the Contract and it will be the Supplier's Account Manager's responsibility to ensure the information is provided to the Supplier and the actions implemented.
- 3.6 Receipt of communication from the Supplier's Account Manager by the Buyer does not absolve the Supplier from its responsibilities, obligations or liabilities under the Contract.

**4. Contract Risk Management**

- 4.1 Both Parties shall pro-actively manage risks attributed to them under the terms of this Call-Off Contract.
- 4.2 The Supplier shall develop, operate, maintain and amend, as agreed with the Buyer, processes for:
  - 4.2.1 the identification and management of risks;
  - 4.2.2 the identification and management of issues; and
  - 4.2.3 monitoring and controlling project plans.
- 4.3 The Supplier allows the Buyer to inspect at any time within working hours the accounts and records which the Supplier is required to keep.
- 4.4 The Supplier will maintain a risk register of the risks relating to the Call Off Contract which the Buyer's and the Supplier have identified.

**5. Review Meetings**

- 5.1 Operational and Performance reviews will be held as required by the Buyer.
- 5.2 Meetings may be conducted virtually via MS Teams, or in person.
- 5.3 Attendance at review meetings held at the Buyer's premises shall be attended at the Supplier's own expense.
- 5.4 The Supplier is expected to provide electronic copies of all appropriate Management Information, as referenced in Section 8, Management Information / Reporting of the Statement of Requirements, and a summary of issues for the relevant period at review meetings.