



Department
for Environment
Food & Rural Affairs

Future End User Services Procurement Project (FEUSPP)

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Volume: 4 (Commercial Compliance Tender Templates)

Document: 2 (Requirements Compliance Matrix)

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REQUIREMENTS COMPLIANCE MATRIX - CHANGES LOG

The purpose of this document is to record changes the Supplier's compliance response to new or changed FEUSPP Buyer's Requirements.

Summary Instructions

Supplier is required to note the following:

- 1) The Buyer Requirements ID, Operational Area, Service Function, Requirement description and MOSCOW
- 2) The MOSCOW identifies the Requirement prioritisation, mainly MUST and SHOULD.
- 3) Supplier Compliance Response : For each NEW or AMENDED Requirement please enter whether you "Fully Compliant", "Partially Compliant" or "Non-Compliant" to confirm the extent to which you satisfy the Requirement.
- 4) Compliance Statement: For each NEW or AMENDED Requirement please provide an explanation of the Compliance Response, limited to 100 words.

BUYER REQUIREMENTS					
ID	Operational Area	Service Function	Requirement	Update	MoSCoW
SSM.008	Service Management	Supplier Management	<p>The Supplier must participate in the Buyer's Supplier Relationship Management (SRM) meeting(s) and work to Service Levels and Key Performance Indicators (KPIs), this also includes participating in governance groups, responding to SRM survey(s), undertaking Continual Service Improvement (CSI) incentivises and innovation goals as described in Call Off Schedule 7 (Governance).</p> <p>SRM surveys are completed by both the Supplier and the Buyer to measure the state of the relationship and satisfaction. Each SRM survey:</p> <ul style="list-style-type: none">- occurs every six (6) months; and- must be fully responded to within four (4) weeks of receipt (unless otherwise agreed).	Amended	Must

	SUPPLIER COMPLIANCE RESPONSE	
	Fully Compliant Partially Compliant Non-Compliant	COMPLIANCE STATEMENT [MAX 100 Words]