



Home Office

AUTHORITY: The Secretary of State for the Home Department

## **SCHEDULE 14**

### **CONTRACT MANAGEMENT**

#### **PROVISION OF ADULT VICTIMS OF MODERN SLAVERY CARE & CO-ORDINATION SERVICES**

**1. Contract Management Structure**

- 1.1 Both parties shall nominate a Contract Manager who shall have prime responsibility for the provision of the Services. The Contract Manager shall be named within Schedule 7 (**Key Representatives**). The Contract shall be managed at a day to day level by the Parties' respective Contract Managers.

**2. Governance and Meetings**

- 2.1 The Contractor's Contract Manager shall attend any meetings reasonably requested by the Authority's Contract Manager to discuss the Contractor's performance of the Services and any other issues which have arisen in relation to the Contract.

**3. Contract Management Structure**

- 3.1 On or shortly after the Commencement Date, the Contractor's Contract Manager and the Authority's Contract Manager shall discuss and assess whether and how often regular meetings should be held at working level and/or director level. Both Parties shall ensure that the relevant attendees attend such meetings as are agreed upon.
- 3.2 The major responsibilities for discharging routine day-to-day contract management functions lie with the Authority's Contract Manager and the Contractor's Contract Manager and shall include:
- a) Attending contract management meetings;
  - b) Reviewing performance data and Key Performance Indications;
  - c) Applying of Service Credits associated with Key Performance Indicators;
  - d) Initial processing of Contract Change Notices
  - e) Oversee the verification and authorisation of invoices;
  - f) Being responsible for initial attempts at all dispute and problem resolution; and
  - g) Keeping the Contract continually up to date.

**4. Strategic Review Management Board**

- 4.1 A Strategic Review Management Board shall be formed, this shall mean the Senior Representatives named within Schedule 7 (**Key Representatives**) and other relevant attendees as agreed who shall meet on an annual basis if deemed necessary. The SRM Board will review the performance of the Services and management of this Contract and any opportunities for improvements.

**5. Contract Management Mechanisms**

- 5.1 Each Party shall pro-actively manage the risks attributed to it under the terms of this Contract.