



Department  
for Transport

## **Bid Pack**

### **Attachment 3 – Specification**

### **Annex H – Transparency Reports**

Department for Transport

## **Further competition under Lot 1c of Facilities Management & Workplace Services RM6232**

## 1. Transparency Reports

- 1.3 The *Service Provider* recognises that the *Client* is subject to PPN 01/17 (Updates to transparency principles v1.1:  
<https://www.gov.uk/government/publications/procurement-policy-note-0117-update-to-transparency-principles>).
- 1.4 The *Service Provider* shall comply with the provisions of this Schedule in order to assist the *Client* with its compliance with its obligations under that PPN.
- 1.2 Without prejudice to the *Service Provider's* reporting requirements set out in the Framework Contract, within three (3) Months of the Start Date the *Service Provider* shall submit to the *Client* for Approval (such Approval not to be unreasonably withheld or delayed) draft Transparency Reports consistent with the content requirements and format set out in the Annex of this Schedule.
- 1.3 If the *Client* rejects any proposed Transparency Report submitted by the *Service Provider*, the *Service Provider* shall submit a revised version of the relevant report for further Approval within five (5) days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the *Client*. Any disagreement in connection with Transparency Reports shall be treated as a Dispute.
- 1.4 The *Service Provider* shall provide accurate and up-to-date versions of each Transparency Report to the *Service Manager* at the frequency referred to in the Annex of this Schedule. These reports shall be provided at an individual Business Unit level as well as for the contract overall for formal discussion at agreed regular meetings.
- 1.5 The Parties are required to meet to discuss all such Transparency Reports no less than once every 3 months during the Service Period

**Annex A: List of Transparency Reports**

Title	Content	Format	Frequency
Performance monitoring	Management Information to report on the SLAs and KPIs as agreed between both parties (including high level 1 page summary and individual in depth hard and soft service delivery data).	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Monthly
Consolidated Group Performance	DfT GMT group level report detailing PPM Statutory and Routine performance (including overview of statutory compliance), reactive performance, project and billable works performance, complaints, complements, commercial and financial information	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Monthly
Critical sites	Service performance information on identified critical sites	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Monthly

Title	Content	Format	Frequency
Contract Specific Risk Register	Details of all contract specific risks including Affected Property Risk Register	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Annually
Outstanding tasks	Details of all outstanding/incomplete tasks (planned, reactive and billable quoted).	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Weekly
Remedial works	Details of all remedial works (agreed, in progress and awaiting approval)	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Weekly
Financial application for payment	Financial information on contractual costs as part of payment mechanism	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Monthly

Title	Content	Format	Frequency
Group Contract Spend Certification report	Group overview of monthly certified costs and deductions	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Monthly
Billable works	Operational and financial information on billable works progress, quotes, approvals and costs as part of billable works approval, payment and accrual mechanism	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	To be agreed within 30 days of the Contract Date, each Party acting reasonably
Permit tracker	Information on permits issued by Landlords for access and works authority	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Weekly

Title	Content	Format	Frequency
Contractor vetted staff	Details on all vetted staff engaged in service delivery. Details of all changes in vetted staff levels (leavers and new starters).	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Weekly
Staffing rotas	Details of staffing rotas for sites requiring a permanent attendance and dedicated staffing	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Weekly
Asset management	Information on asset changes (removal, replacement and new installation).	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Monthly
Strategic Asset Management Plan	Asset condition and lifecycle replacement plans for identified strategic assets	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Quarterly

Title	Content	Format	Frequency
Site Access Manager report	Information on Site Access Managers attendance and identified issues	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Weekly
Access control	Information on specific site access and secure area access	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Daily
Price list	Information and updated prices on all agreed price list items within contract	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Monthly
Training progress and compliance reports	Training progress of all service delivery staff in line with current training requirements and ramp-up plans for the next ninety (90) days.	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Frequency to be agreed by Contract Date plus 12 weeks

Title	Content	Format	Frequency
Open book profit reporting	Open book profit reporting from suppliers, providing detail on the profit levels achieved from this agreement.	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Frequency to be agreed by Contract Date plus 12 weeks
Audit Reports	To be agreed within 30 days of the Contract Date, each Party acting reasonably	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Frequency to be agreed by Contract Date plus 12 weeks
SME spend	Supplier spend on SMEs and time taken to pay invoices.	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Frequency to be agreed by Contract Date plus 12 weeks
Social Value	Supplier performance against <i>Client</i> social value requirements identified in Work Package C : Social Value	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Frequency to be agreed by Contract Date plus 12 weeks

Title	Content	Format	Frequency
Key Sub-Contractors	List of all subcontractors used for current volumes and expected volumes for the next ninety (90) days in line with the ramp-up plan.	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Frequency to be agreed by Contract Date plus 12 weeks
CRM Data	All CRM data captured by call centre agents via the relevant CRM tools.	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Daily
Telephony Data	All telephony data captured by call centre agents via the relevant CRM tools	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Daily
Call Quality	Reports on call quality KPIs agreed between the Customer and the Supplier	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Daily

<b>Title</b>	<b>Content</b>	<b>Format</b>	<b>Frequency</b>
Complaints	<i>All complaints received with the relevant customer and complaint details as per the requirements set out.</i>	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Daily
Health and Safety interventions and incidents	<i>Details of all interventions and incidents taking place at the Cleints premises for both Service Provider staff and Client Staff.</i>	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Frequency to be agreed by Contract Date plus 12 weeks
Carbon Net Zero	<i>Details of all activities and measurements as per the requirements of Work package D : Carbon Net Zero (Client and Service Manager levels)</i>	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Quarterly
Annual Performance Review	<i>Annual analysis of group/business unit/service, trend profile, spend profile, lessons learnt and benefit analysis</i>	Draft format to be agreed at the Contract Date plus twelve (12) weeks  Final format to be agreed eight (8) weeks before the Full Service Commencement Date	Annually