

## Schedule 13 (Contract Management)

### 1. Definitions

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

<b>“Progress Report(s)”</b>	has the meaning given to that term in Paragraph 2.1 of the Annex to this Schedule;
<b>"Project Manager"</b>	the manager appointed in accordance with Paragraph 2.1 of this Schedule; and
<b>“Review Meeting(s)”</b>	has the meaning given to that term in Paragraph 1 of the Annex to this Schedule.

### 2. Project Management

- 2.1 The Supplier and the Buyer shall each appoint a Project Manager for the purposes of this Contract through whom the provision of the Services and the Deliverables shall be managed day-to-day.
- 2.2 The Parties shall ensure that appropriate resource is made available on a regular basis such that the aims, objectives and specific provisions of this Contract can be fully realised.
- 2.3 Without prejudice to Paragraph **Error! Reference source not found.** below, the Parties agree to operate the boards specified as set out in the Annex to this Schedule.

### 3. Role of the Supplier Project Manager

- 3.1 The Supplier Project Manager shall be:
  - 3.1.1 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;
  - 3.1.2 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 delegated person's responsibility to fulfil the Project Manager's responsibilities and obligations;
  - 3.1.3 able to cancel any delegation and recommence the position himself; and
  - 3.1.4 replaced only after the Buyer has received notification of the proposed change.
- 3.2 The Buyer may provide revised instructions to the Supplier's Project Manager in regards to the Contract and it will be the Supplier Project Manager's responsibility to ensure the information is provided to the Supplier and the actions implemented.

- 3.3 Receipt of communication from the Supplier Project Manager by the Buyer does not absolve the Supplier from its responsibilities, obligations or liabilities under the Contract.

#### **4. Review Meetings**

- 4.1 Review Meetings shall be established and held by the Buyer from the Start Date and throughout the Contract Period for the purposes of reviewing and managing this Contract, the Supplier and the Buyer shall be represented at such Review Meetings.
- 4.2 The Review Meeting attendees, frequency and location of meeting are set out in the Annex to this Schedule.
- 4.3 Each Party shall ensure that its Review Meeting attendees shall make all reasonable efforts to attend Review Meetings at which that individual's attendance is required. If any required attendee is not able to attend a Review Meeting, that person shall use all reasonable endeavours to ensure that a delegate attends the Review Meeting in his/her place (wherever possible) and that the delegate is properly briefed and prepared and that he/she is debriefed by such delegate after the Review Meeting.
- 4.4 The purpose of the Review Meetings will be to review the Supplier's performance under this Contract. The agenda for each meeting shall be set by the Buyer and communicated to the Supplier in advance of that meeting.

#### **5. Progress Reports**

- 5.1 From the Start Date and throughout the Contract Period, the Supplier shall produce and provide the Progress Reports to the Supplier on the frequency and with the minimum content as detailed in the Annex to this Schedule.
- 5.2 The review and discussion of the content of any Progress Reports provided by the Supplier to the Buyer in the period following the last meeting of a Review Meeting shall form a standing agenda item for each applicable Review Meeting.

#### **6. Contract Risk Management**

- 6.1 Both Parties shall pro-actively manage risks attributed to them under the terms of this Contract.
- 6.2 The Supplier shall develop, operate, maintain and amend, as agreed with the Buyer, processes for:
- 6.2.1 the identification and management of risks;
  - 6.2.2 the identification and management of issues; and
  - 6.2.3 monitoring and controlling project plans.
- 6.3 The Supplier allows the Buyer to inspect at any time within working hours the accounts and records which the Supplier is required to keep.
- 6.4 The Supplier will maintain a risk register of the risks relating to the Contract which the Buyer and the Supplier have identified.

## Annex: Review Meetings and Progress Reports

### 1. REVIEW MEETINGS

1.1 The Parties shall attend the following meetings at the location, frequency and with the required attendees indicated in the table below:

Review Meetings	Frequency	Location	Required Attendees
Contract Review	Annual	In person at the Buyer's offices in London	<i>Buyer Attendees:</i>
			FCDO Commercial Lead
			FCDO Head of Estate Operations
			FCDO Deputy Head of Estate Operations
			FCDO Head of Building Compliance
			FCDO Global Facilities Business Manager
			FCDO TWS Contract Manager
			<i>Supplier Attendees:</i>
			Client Services Director
			Account Manager
Performance/ Commercial and Operational Review	Quarterly	In person at the Buyer's offices in London	Compliance and Assurance Director
			Contract Support Assistants
			Health and Safety Director
			<i>Buyer Attendees:</i>
			FCDO Commercial Lead
			FCDO Head of Building Compliance
			FCDO Global Facilities Business Manager

			FCDO TWS Contract Manager
			<i>Supplier Attendees:</i>
			Client Services Director
			Account Manager
			Contract Support Assistants
			TWS Regional Managers
Operational/ Performance Review	Monthly	Virtual	<i>Buyer Attendees:</i>
			FCDO Global Facilities Business Manager
			FCDO TWS Contract Manager
			<i>Supplier Attendees:</i>
			Account Manager Contract Support Assistants
			TWS Regional Manager
Operational Review	Weekly	Virtual	<i>Buyer Attendees:</i>
			FCDO TWS Contract Manager
			<i>Supplier Attendees:</i>
			Account Manager

(each a “**Review Meeting**” and together the “**Review Meetings**”)

## 2. PROGRESS REPORTS

- 2.1 The Supplier shall produce and provide to the Buyer the following reports containing the minimum information and at the frequency detailed below (each a “**Progress Report**” and together the “**Progress Reports**”).

### Monthly Performance Report:

- 2.2 Provided by the Supplier by no later than the 10<sup>th</sup> Working Day of each month and containing the following minimum content:
- 2.2.1 Service Levels BSC;
  - 2.2.2 Service Levels register (providing back up information that KPI targets have been achieved);
  - 2.2.3 Service Levels BSC dispensation requests (only if dispensations are being requested);
  - 2.2.4 Summary of all planned TWS travel arrangements;
  - 2.2.5 Staff records (to include details such as- name, discipline, tour length, tour start date, tour end date);
  - 2.2.6 Recruitment summary (to include details such as- name, discipline, interview date, post offered or rejection, date clearance forms submitted, DV clearance interview dates, clearance confirmation date);
  - 2.2.7 Record of security clearance (to include name, current posting location, clearance level, start date, expiry date, renewal due date, renewal processed date);
  - 2.2.8 Diplomatic passport record (to include name, passport number, start date, expiry date, renewal date, renewal processed date);
  - 2.2.9 Visa / posting requirements for all base locations (to include post, dip passport turnaround time, visa turnaround time, heavy baggage turnaround time, any extras for consideration);
  - 2.2.10 CCN register (to include details/ status of all contract change notices);
  - 2.2.11 ACN register (to include details/ status of all authority changes notices);
  - 2.2.12 Annual / Quarterly / monthly and weekly Review Meeting action logs;
  - 2.2.13 Updated network organogram confirming TWS / TWS RM base location (and any regional outstations they cover);
  - 2.2.14 Monthly pricing model submission to include a full breakdown of costs and any credits owed to the Buyer;

- 2.2.15 Monthly activity returns (to include dates role profile and objectives were set, date line manager completed the review of the monthly activity, details of the months tasking, updates on any travel issues/ concerns, review of technical capabilities and general technical performance, any concerns regarding annual leave, any issues to flag, confirmation of reports issued by TWS during the month);
- 2.2.16 The TWS RM will provide the authority with a detailed monthly regional review of TWS health and safety, the scope of the report is detailed in the measurement comments section of the KPI BSC; and
- 2.2.17 A detailed monthly summary of any ad-hoc call off requests received for clerk of work/ project directors (to include a details of the project they will be working on, agreed scope of support, the requestors name & contact details, cost centre details, confirmation of security clearance).

### **Quarterly Report:**

- 2.3 Provided by the Supplier no later than the tenth (10<sup>th</sup>) working day of the first month of each quarter and containing the following minimum content:
  - 2.3.1 Detailed overview of all welfare calls completed;
  - 2.3.2 A record of all base locations FCDO Corporate Service Managers invited to attend the welfare calls;
  - 2.3.3 TWS /TWS RM training records / skills matrix. Including a summary of TWS / TWS RM 'tickets to operate' ref Annex J in the service specification;
  - 2.3.4 Issues and complaints register (to include date received, status confirmation, owner, name of TWS concerned, post, detailed summary of the complaint, mitigation notes, date resolved); and
  - 2.3.5 Good news feedback (to include date received, sender, TWS, post, summary, confirmation the feedback has been shared, bonus awarded).

### **Annual Report:**

- 2.4 Provided by the Supplier no later than the tenth (10<sup>th</sup>) working day of April in each year of the contract and containing the following minimum content:
  - 2.4.1 SZ Asset register annual refresh a detailed report confirming all posts that qualify have an active/ compliant asset register in place; and
  - 2.4.2 Annual performance report summarising the Supplier's performance against the KPI measures (to include a summary of credits issued

throughout the year, analysis of KPI's that were breached & an action plan to improve performance, the action plan should be agreed and signed off by the Buyer, a detailed summary of all call off services procured during the year including level of spend).