

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

Call-Off Ref: Controls Audit for Income Contingent Repayment Loans
Crowd Copyright 2021

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):

"Operational Board"	the board established in accordance with paragraph 4.1 of this Schedule;
"Project Manager"	the manager appointed in accordance with paragraph 2.1 of 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 resources are 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 4 below, the Parties agree to operate the boards specified as set out in the Annex to this Schedule.

3. Role of the Supplier Contract Manager

- 3.1 The Supplier's Contract Manager'(s) 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 Supplier's Contract 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 Contract Manager(s) in regards to the Contract and it will be the Supplier's Contract Manager's responsibility to ensure the information is provided to the Supplier and the actions implemented.

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

Call-Off Ref: Controls Audit for Income Contingent Repayment Loans
Crown Copyright 2021

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

4. Role of the Operational Board

- 4.1 The Operational Board shall be established by the Buyer for the purposes of this Contract on which the Supplier and the Buyer shall be represented.
- 4.2 The Operational Board members, frequency and location of board meetings and planned start date by which the board shall be established are set out in the Order Form.
- 4.3 In the event that either Party wishes to replace any of its appointed board members, that Party shall notify the other in writing for approval by the other Party (such approval not to be unreasonably withheld or delayed). Each Buyer board member shall have at all times a counterpart Supplier board member of equivalent seniority and expertise.
- 4.4 Each Party shall ensure that its board members shall make all reasonable efforts to attend board meetings at which that board member's attendance is required. If any board member is not able to attend a board meeting, that person shall use all reasonable endeavours to ensure that a delegate attends the Operational Board 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 board meeting.
- 4.5 The purpose of the Operational Board 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. Contract Risk Management

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

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

Call-Off Ref: Controls Audit for Income Contingent Repayment Loans
Crown Copyright 2021

Annex: Contract Boards

The Parties agree to operate the following boards at the locations and at the frequencies set out below:

Monthly Keep In Touch meetings and progress report review:

Frequency: Once per month, preferably on the first working day of each calendar month (unless otherwise agreed between the buyer and supplier).

Description: Monthly Keep in Touch meetings between the buyers and supplier contract manager to discuss:

- Updates towards milestones deliverables, as outlined within Call-Off Schedule 20 (Call-Off Specification)
- Specific issues
- Key Performance indicators/Service levels – including additional evidence required outside of basic KPIs (such as evidencing the suppliers social value commitment).
- This will also encompass the quarterly progress meeting, outlined within the order form.
- This will also be where the supplier shall present their Exit Plan to the buyer.
- For the supplier to report and update the buyer on current and emerging conflicts of interest, as Call-Off-Schedule 1 Transparency-Reports.

Annual contract review:

Frequency: Once, before the end of each Contract Year, on a day of the buyers choosing.

Description: For the buyer's and supplier's contract managers to discuss overall performance, to review both lessons learned reviews (the lessons learned on the Final Report and for the overall timelines) and for the buyer to provide written notice to the Supplier to produce a Benchmark Review of any or all of the Deliverables (as per clause 3.1.2 of Call-Off Schedule 16 – Benchmarking).