

CONTRACT FOR THE PROVISION OF PRINT SERVICES

OFFICIAL

CPS PRINT SERVICES

CALL OFF SCHEDULE 13: TRANSPARENCY REPORTS

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- 1.1. The Supplier recognises that the Customer is subject to Procurement Policy Note (PPN) 01/17 (updates to transparency principles v1.1):
<https://www.gov.uk/government/publications/procurement-policy-note-0117-update-to-transparency-principles>
The Supplier shall comply with the provisions of this Call Off Schedule 13 in order to assist the Customer with its compliance obligations under that PPN.
- 1.2. Without prejudice to the Supplier's reporting requirements set out in the Call Off Contract, within three (3) Months from the Call Off Commencement Date or the date so specified by the Customer in the Call Off Order Form the Supplier shall provide to the Customer for Approval (the Customer's decision to approve or not shall not be unreasonably withheld or delayed) draft Transparency Reports consistent with the content and format requirements in Annex 1 to this Call Off Schedule 13.
- 1.3. If the Customer rejects any proposed Transparency Report submitted by the Supplier, the Supplier shall submit a revised version of the relevant report for Approval by the Customer within five (5) Working Days of receipt of any notice of rejection, taking account of any recommendations for revisions and improvements to the Transparency Reports provided by the Customer. This process shall be repeated until the Parties have agreed versions of each Transparency Report.
- 1.4. If the Parties fail to agree on a draft Transparency Report the Customer shall determine what should be included and the Supplier shall provide such content within a further five (5) Working Days. Any other disagreement in connection with Transparency Reports shall be treated as a Dispute, to be dealt with in accordance with Call Off Schedule 11 (Dispute Resolution Procedure).
- 1.5. The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Customer at the frequency referred to in Annex 1 to this Call Off Schedule 13.

ANNEX 1: LIST OF TRANSPARENCY REPORTS

Title of Report	Content	Format	Frequency
Performance Monitoring – Office MPS	Office MPS performance report against applicable Service Levels, including service response time, device uptime and first time fix	Electronic copies, with hardcopy on request of the Customer	Monthly
Performance Monitoring – PPD	Production Print performance report against applicable Service Levels, including service response time, device uptime and first time fix	Electronic copies, with hardcopy on request of the Customer	Monthly
Office and PPD utilisation	Utilisation report highlighting the efficiency of the MFD and PPD fleet, highlighting continuously over utilised devices and including recommendations for relocations	Electronic copies, with hardcopy on request of the Customer	Quarterly
CMDB	Supplier will provide a monthly CMDB update in a format to be agreed with the Customer during Implementation	Electronic copies, with hardcopy on request of the Customer	Monthly
Performance Monitoring – Bulk Print	Bulk print performance report against applicable Service Levels, fulfilment timelines and finishing requirements	Electronic copies, with hardcopy on request of the Customer	Monthly
Performance Monitoring - Bulk Scan	Bulk Scan performance report against applicable Service Levels, including quality & fulfilment timelines	Electronic copies, with hardcopy on request of the Customer	Monthly
Finance	Quarterly spend and savings report to be provided against agreed Customer baseline spend and volume (to be confirmed by the Customer during due diligence)	Electronic copies, with hardcopy on request of the Customer	Monthly
Environmental Report	Supplier to provide environmental reports highlighting the reduction in printed output, and reduced wastage associated to the service provided, and the environmental impact to these efficiencies.	Electronic copies, with hardcopy on request of the Customer	Bi-annual