



DEPARTMENT OF HEALTH AND SOCIAL CARE
AND
MITIE FACILITIES MANAGEMENT LTD
DHSC COVID 19 SITE SERVICES - FM CONTRACT
RM3830/L1C FACILITIES MANAGEMENT
CONTRACT REFERENCE: CCZI20A17



CALL-OFF SCHEDULE 15 (OPTIONAL)

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):

"Supplier's Contract Manager

The person appointed by the Supplier to oversee the operation of the Call-Off Contract [and any alternative person whom the Supplier intends to appoint to the role, provided that the Supplier informs the Buyer prior to the appointment].

2. MANAGEMENT OF THE DELIVERABLES

2.1 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.

3. CONTRACT MANAGEMENT MECHANISMS

3.1 Both Parties shall pro-actively manage risks attributed to them under the terms of this Call-Off Contract.

3.2 The Supplier shall develop, operate, maintain and amend, as agreed with the Buyer, processes for:

3.2.1 the identification and management of risks;

3.2.2 the identification and management of issues; and

3.2.3 monitoring and controlling project plans (including Mobilisation Plan, Test Plan, Rectification Plan and Security Management Plan).

3.3 The Supplier allows the Buyer's Authorised Representative to inspect at any time within working hours the accounts and records which the Supplier is required to keep.

3.4 The Supplier will maintain a risk register which is a register of the risks which are listed in the Order Form and the risks which the Buyer's Authorised Representative and/ or the Supplier have identified.

4. SUPPLIER'S CONTRACT MANAGER'S RESPONSIBILITIES

4.1 The Supplier's Contract Manager's shall be:

4.1.1 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;

4.1.2 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 Contract Manager's responsibilities and obligations;

4.1.3 able to cancel any delegation and recommence the position himself; and

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4.1.4 replaced only after the Buyer has received notification of the proposed change.

4.2 The Buyer may provide revised instructions to the Supplier's Contract Manager's in regard 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.

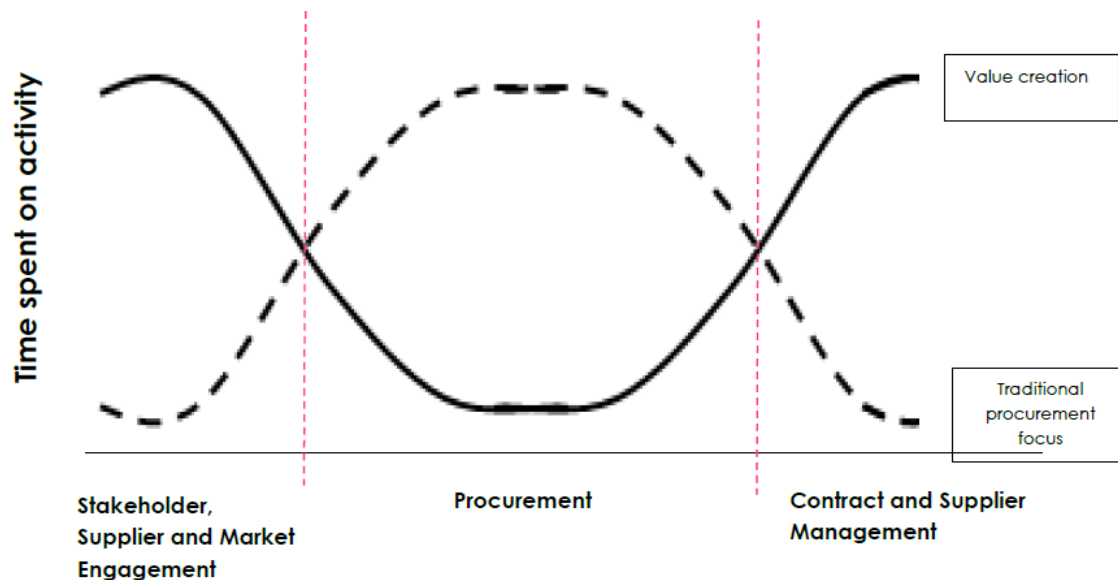
4.3 Receipt of communication from the Supplier's Contract Manager's by the Buyer does not absolve the Supplier from its responsibilities, obligations or liabilities under the Contract.

Annex 1

Contracts management & governance – approach & requirement

Contract Management is a methodology utilised to ensure that supplier partners deliver and the client or Government department receives the right goods and/or services at the right price, at the right time, in the right place, of the right quality, for the right length of time whilst both parties demonstrate the right behaviours and adhere to their respective obligations. At a strategic level, Contract Management also includes management of related risks, continuous improvement, supplier relationships and alignment of contracts with changing organisational needs and priorities. At an operational level in Test & Trace, the output of good contract management will help ensure that our Test Sites are able to deliver their critical services at the intended levels to all UK citizens.

The below table demonstrates how contract management sits within the contract lifecycle with the unbroken line demonstrating the high level of focus that contract management should receive within the public sector to ensure the creation of value within the contract for both the Government department & the supply partner alike.



Contract management can be broken down into the following sub-sectors and requires meaningful input from both contractual parties to ensure it's successful delivery:

- Contractual categorisation & governance
- Performance management
- Financial controls
- Change control & benefits realisation
- Escalation & dispute management
- Benchmarking & Value for Money
- Supplier & client relations
- Risk Management & business continuity
- Exit management

Contractual governance for Test & Trace FM contracts will need to incorporate weekly / regular operational reviews, a monthly commercial & contract review, quarterly strategic & governance review and an annual contract & relationship forum. Each of these meetings will roll up to help ensure delivery of the objective that Test & Trace and our supply partners will be at the forefront of commercial

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excellence in the UK, however each meeting will have a different part to play in the delivery of the fundamental objective. By way of example the annual contract & relationship forum is designed to support the development of strong relationships with supply partners, to gain visibility of & agree shared priorities, objectives and direction of travel enhancing the delivery of organisational health for both partners. The meeting is also intended to help to develop and formalise the future relationship, building on the regular communication between the parties & the interim performance & strategy meetings which reflect on the services provided by the supplier partner during the contractual period.