

SCHEDULE 3 CONTRACT MANAGEMENT/MONITORING

SCHEDULE

1. CONTRACT MANAGEMENT

1.1 The successful Contractor's performance on this Framework will be managed as per specification and regularly monitored see:

- <https://www.finance-ni.gov.uk/publications/procurement-guidance-note-0112-contract-management-principles-and-procedures>

1.2 Contractors not delivering on Contract requirements is a serious matter. It means the public purse is not getting what it is paying for. If a Contractor fails to reach satisfactory levels of contract performance they will be given a specified time to improve. If, after the specified time, they still fail to reach satisfactory levels of contract performance, the matter will be escalated to the Client's senior management for further action. If this occurs and their performance still does not improve to satisfactory levels within the specified period, it may be regarded as an act of grave professional misconduct and they may be issued with a Certificate of Unsatisfactory Performance and this Contract may be terminated.

1.3 The issue of a Certificate of Unsatisfactory Performance will result in the contractor being excluded from all procurement competitions being undertaken by Centres of Procurement Expertise on behalf of bodies covered by the Northern Ireland Procurement Policy for a period of twelve months from the date of issue of the certificate.

2. PERFORMANCE MANAGEMENT

2.1 Performance monitoring is key to ensure that value for money is achieved. Poor performance will be managed at each business area through the contract monitoring.

2.2 The Clients business area / location representative will be responsible for day-to-day management and supervision of services.

2.3 The Client will work in partnership with the Contractor to monitor and improve service delivery.

2. CONTRACT REVIEW MEETING WITH THE CLIENT

3.1 The Contractor shall attend contract review meetings with each individual Client as a minimum every 3 (three) months initially after each individual Call-off Contract commencement to monitor and assess the level of performance standards of the Contract and review any issues arising. If the Contractor is performing to a satisfactory standard, as deemed by the Client, these review meetings may move to take place every 6 to 12 months as agreed by each Client and Contractor.

3.2 The objective of the meetings will be to monitor the performance standard detailed in the "Scale of Satisfaction" box on the CM01 (Annex A) – completed by each Client at contract review and to take any corrective action by:

- Providing a channel of communication between the Client and Contractor.
- Monitoring the standards of service to ensure compliance with contract requirements.
- Keeping records of periodic inspections using the process of formalised visual inspections and statistical control.

3.3 The Contractor shall bear their own costs associated with attending these meetings, which typically will be held in the Belfast area.

4. MANAGEMENT INFORMATION

4.1 The most current up to date management information shall be supplied by the Contractor at least 5 working days before any review meeting.

4.2 The Contractor must provide the management information by completing the template at Annex B of Schedule 1 Specification

4.3 Each Client may require individual operational meetings as and when requested.

- 4.4 The baseline for savings calculations will be agreed between the Client and the Contractor after award of Contract from the Framework. The Contractor shall capture and provide management information as agreed for each Client, on savings (both actual and missed), and provide ongoing pro-active advice on how savings can be maximised.
- 4.5 Should the Client request further statistical and performance reports, additional or enhanced management information during the life of the Contract, the Contractor(s) shall provide the information within the stated deadline for each request, at no additional cost.

5. Escalation Procedures

- 5.1 In the event that complaints cannot be resolved between the Client's Representative and the Contractor, the Client's Representative will escalate this to a senior member of staff. At the Client's Representative request, the Contractor shall also escalate this within their organisation and agree to meet with the Client's Representative to discuss complaint resolution. If the issue remains unresolved the Client's Representative shall contact CPD who will review the complaint and advise how the matter is progressed.

6. Contract Management Roles and Responsibilities - NICS

Requesting Branch

- 6.1 The requesting branch is the business area that has requested the agency worker. They will be responsible for the day to day management of the agency worker and will ensure that timesheets are completed and signed by line management.
- 6.2 The requesting branch will report any issues relating to the engagement of the agency worker to their Departmental HR.

Departmental HR (DHR)

- 6.3 DHR will be the first point of contact with the Contractor for the management and monitoring of agency workers.
- 6.4 DHR will report any issues regarding the performance of the agency worker to the Contractor. The Contractor must liaise with the DHR to resolve any issues arising.
- 6.5 If DHR are unable to resolve the issues they must escalate the issue to Corporate HR.
- 6.6 DHR will provide feedback to Corporate HR on the performance of the agency workers engaged within their department for the purposes of contract and framework review.

Corporate HR (CHR)

- 6.7 CHR is responsible for HR Policy across the Northern Ireland Civil Service (NICS).
- 6.8 CHR will monitor the engagement of agency workers (including agency trainees) every 6 months. They will review the management information provided by the Contractors as well as seek feedback from the NICS Clients.
- 6.9 CHR will participate in contract review meetings with each Contractor every six months.
- 6.10 CHR will discuss any issues with the Contractor which DHR have been unable to resolve.
- 6.11 If CHR is unable to resolve the issues they will escalate to Central Procurement Directorate.

6.12 CHR will answer any NICS HR policy related queries that the NICS Clients or the Contractor may have.

7. Contract Management Roles and Responsibilities of Other Public Sector Organisations

7.1 Other public sector organisations will nominate a contract manager. The contract manager will be responsible for monitoring the engagement of agency workers every 6 months.

7.2 The contract managers will review the management information provided by the Contractors together with feedback on Contractor performance from their business areas.

7.3 The contract managers will attend contract review meetings with each Contractor every 6 months.

7.4 If the other public sector organisations are unable to resolve any issues they will escalate to Central Procurement Directorate

8. Contract Management Roles and Responsibilities of Central Procurement Directorate (CPD)

8.1 CPD, in conjunction with participating Clients, will assess the performance of the Contractors to ensure that the service as defined is fully met.

8.2 CPD will monitor the performance of the framework as set out in Schedule 2 - Framework Management and Monitoring.

8.3 Contractual issues which cannot be resolved by the Client should be escalated to CPD who will seek resolution from the Contractor.