

SCHEDULE I
CONTRACT MANAGEMENT

CONTENTS

1 INTRODUCTION.....1

2 NOMINATED REPRESENTATIVES.....1

3 MANAGEMENT MEETINGS AND PROCEDURES1

4 MANAGEMENT INFORMATION3

5 OPERATIONAL INTERFACE BETWEEN THE CONTRACTOR AND THE POLICE FORCES.....3

SCHEDULE I**CONTRACT MANAGEMENT****1 INTRODUCTION**

- 1.1 This Schedule describes the scope of the contract management functions relating to on going management of the Parties relationship under the Contract and the nominated representatives of the Parties. In addition it describes the organisational arrangements which will be established between the Authority and the Contractor in order to provide the appropriate structure for the continuing relationships between the Parties involved.
- 1.2 This Schedule contains provisions relating to the respective action items and procedures and other matters for which the Authority, the Contractor or both Parties jointly have responsibility to perform.
- 1.3 This Schedule sets out the key procedures and management processes which relate to the organisational structure that the Parties have established.

2 NOMINATED REPRESENTATIVES

- 2.1 This Schedule defines the Contractor's and the Authority's nominated representatives for Contract Management (technical, commercial) from the Effective Date through the Transfer of Operational Responsibility, Full Operational Capability, and including the on-going delivery of the Services following Full Operational Capacity. At the Effective Date, the nominated representatives for Contract Management are the following:

Contractor	Nominated Representatives	Authority
Rod Forry	Technical	Colin Patton
Karen Hatcher	Commercial	Marc Roffey

- 2.2 For day to day operational issues, the Authority and the Contractor shall establish a structure to allow effective service management, monitoring, control and resolution of issues. The Authority shall establish a project/ programme support office with appropriate points of contact. The Contractor shall establish an organisational structure to effectively interact with the Authority on a day to day basis, as indicated in the Non Functional Requirements of Clause 1 of the Schedule D (Detailed Operational Requirements).

3 MANAGEMENT MEETINGS AND PROCEDURES**3.1 Executive Level Meetings**

- 3.1.1 Unless otherwise agreed between the Parties, the Authority and the Contractor shall attend no less than two (2) executive level meetings per year, which shall involve senior representatives such as the Authority's Chief Executive and the Contractor's Chief Executive and senior representatives from the IDENT1 user community to discuss the continuing relationship of the Contract stakeholders, progress on Service delivery and implementation and other issues relevant to the Parties performance of their obligations under the Contract and the on going success of the Contract. Without prejudice to the generality of the foregoing, at the executive level meetings, the Parties shall:

- (a) review and assess the success of the Contract and the relationship between the Parties;

- (b) review the strategic direction of the Authority's and Police Forces' business and the implications for the Contract;
 - (c) review the Authority's Objectives as described in Schedule A (**Form of Contract**) to ensure the Contract is meeting those Objectives;
 - (d) review marketplace developments and their impact on the Contract (if appropriate); and
 - (e) ensure that both Parties are bringing to bear the necessary skills and capabilities to meet their respective obligations under the Contract.
- 3.1.2 The Contractor, with input from the Authority shall provide a summary report to this meeting covering progress on issues identified in the previous meeting and identifying issues of concern for the future operation of the Contract.

3.2 Programme Status Review Meetings

- 3.2.1 As set out in Clause 1 of Part A of Schedule Q (**Contractor's Solution**), there will be monthly Programme Status Reviews (PSR) meetings to discuss project plans, implementation schedules etc. Senior representatives from the Contractor and the Authority shall attend the PSR meetings.
- 3.2.2 The Authority may require any or all Material Subcontractor to attend management meetings where issues of an operational or strategic nature affecting performance of such Material Subcontractors would, in the Authority's opinion render such attendance beneficial to the overall performance of the Contract.
- 3.2.3 Notwithstanding the generality of Clauses 3.2.1 and 3.2.2 above, at the PSR meetings, the Parties shall:
- (a) review the adequacy and effectiveness of the prevailing Contract management arrangements in the light of any relevant management, operational or audit reports;
 - (b) ensure that senior managers on both sides have a common understanding of the operation of the Contract;
 - (c) review the overall operation of the Contract and identify any problem areas, in particular considering any issues and risks that might prejudice the relationship between the Parties;
 - (d) evaluate each Party's skills and resource requirements, and ensure that necessary on-going high-level technical and strategic skills are available to deliver the Services;
 - (e) track progress on the development and operation of contractual procedures;
 - (f) track progress on outstanding CCNs;
 - (g) oversee other regular meetings between the Parties' respective Contract management teams, together with whatever direct daily contact is necessary to manage the Contract;

- (h) oversee the operation of the Value for Money Mechanism set out in Schedule E (**Pricing**);
- (i) review, and seek to settle at the earliest opportunity, any contractual or performance issues between the Parties;
- (j) determine any issues that need to be escalated in accordance with Schedule P (**Dispute Resolution Procedure**); and
- (k) agree any necessary actions flowing from any of the above and to follow up any resultant action plans.

3.2.4 For all of the above PSR meetings between the Authority and the Contractor, a written record shall be made in a timely manner by an Authority representative. A copy of the written record shall be circulated to all meeting attendees.

3.3 **PRINCE2 and Programme Boards**

As stated in the Non Functional Requirements of Schedule D (**Detailed Operational Requirements**), the Authority requires the Contract to be managed in accordance with the PRINCE2 methodology. The Authority shall manage the overall direction of the Contract through the IDENT1 Project Board up until the delivery of FOC and through the Identification Programme Board for the duration of the Contract. The Authority may establish, at its sole discretion, other boards as the Authority sees fit to manage further development activity over the duration of the Contract. The IDENT1 Project Board, the Identification Programme Board and any further boards shall remain the principal decision making bodies of the Authority. The Authority shall determine the composition of the project and programme boards (although the Contractor acknowledges that they are always likely to include representatives from the association of Chief Police Officers, the Association of Police Authorities, the police service in Scotland, the Authority and the Home Office), the frequency of the meetings and their agenda. The Contractor may be invited to attend all or part of such meetings, and if invited, the Contractor will use all reasonable endeavours to attend such meetings.

3.4 **Management Procedures**

The Contractor shall, by the Effective Date, have in place internal corporate governance arrangements that meet Good Industry Practice and the Contractor shall fully co-operate with the Authority's nominated representatives for technical and commercial matters in the operation of the procedures required to manage the Contract.

4 **MANAGEMENT INFORMATION**

The Contractor shall provide management information about the performance of the Services in accordance with, but not limited to, those defined in Schedule D (**Detailed Operational Requirements**), Schedule E (**Pricing**), and Schedule F (**Service Level Requirements**) to facilitate effective monitoring of IDENT1 Services and implementation.

5 **OPERATIONAL INTERFACE BETWEEN THE CONTRACTOR AND THE POLICE FORCES**

The day-to-day management and operational interfaces between the Contractor and the Police Forces shall be carried out in accordance with Clause 2 of Part A of Schedule Q (**Contractor's Solution**).