



Out of scope

- 1.16 The Customer requires the team to be in place for the six month duration of the Contract to initiate, embed and operate the critical path management process within CGPC, subject to the resourcing plan provided by the Supplier. By the end of the Contract, the Supplier must ensure that the Customer's personnel is able to deploy the analytical approaches, tools and system without further support, if necessary. This will require the Supplier's personnel to work closely with the Customer's over the course of the contract, and deliver training if required and full ensure a full skills/knowledge transfer.

3. PERFORMANCE OF THE SERVICES AND DELIVERABLES

3.1 Implementation Plan and Milestones (including dates for completion)

- (i) The Implementation Plan as at the Effective Date is set out below:

Milestone	Description	Timeframe
1		By 26 th April 2017
2		sections 24, 31 and 43 By 9 th May 2017
3		By 6 th June 2017
4		By 19 th October 2017

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- (ii) If so required by the Customer, the Supplier shall produce a further version of the Implementation Plan (based on the above plan) in such further detail as the Customer may reasonably require. The Supplier shall ensure that each version of the Implementation Plan is subject to approval. The Supplier shall ensure that the Implementation Plan is maintained and updated on a regular basis as may be necessary to reflect the then current state of the implementation of the Services.
 - (iii) The Customer shall have the right to require the Supplier to include any reasonable changes or provisions in each version of the Implementation Plan.
 - (iv) The Supplier shall perform its obligations so as to achieve each Milestone by the Milestone Date.
 - (v) Changes to the Milestones shall only be made in accordance with the variation procedure and provided that the Supplier shall not attempt to postpone any of the Milestones using the variation procedure or otherwise (except in the event of a Customer default which affects the Supplier's ability to achieve a Milestone by the relevant Milestone Date)

3.2 Performance Monitoring

The Supplier shall provide a weekly progress update and submit a monthly report to the Programme Director following the end of each calendar month.

The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

The Supplier should present new ways of working to the Customer during Contract review meetings.

Changes to the way in which the Services are to be delivered must be brought to the Customer's attention and agreed prior to any changes being implemented.

Tracking of progress against deliverables will be performed and expected from the Supplier. At the appropriate time, a Milestone review will take place to sign off deliverables and to discuss progress versus the success criteria in the supplier's 'project plan.' If performance does not meet this criteria, appropriate escalation will commence as per the Terms and Conditions outlined below.

The Customer requires the Supplier to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties, reflecting the resourcing outlined in the proposal accepted by the Authority.

The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.

The Supplier shall ensure that staff understand the Customer's vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

4. SECURITY