**Call-Off Schedule 1 (Transparency Reports)**

1.1 The Supplier recognises that the Buyer is subject to 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 Schedule in order to assist the Buyer with its compliance with its obligations under that PPN.

1.2 Without prejudice to the Supplier's reporting requirements set out in the Framework Contract, within three (3) Months of the Start Date the Supplier shall submit to the Buyer for Approval (such Approval not to be unreasonably withheld or delayed) draft Transparency Reports consistent with the content requirements and format set out in the Annex of this Schedule.

1.3 If the Buyer rejects any proposed Transparency Report submitted by the Supplier, the Supplier shall submit a revised version of the relevant report for further Approval within five (5) days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Buyer. If the Parties fail to agree on a draft Transparency Report the Buyer shall determine what should be included. Any other disagreement in connection with Transparency Reports shall be treated as a Dispute.

1.4 The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Buyer at the frequency referred to in the Annex of this Schedule.

**Annex A: List of Transparency Reports**

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| **Title** | **Content** | **Format** | **Frequency** |
| [Performance monitoring] | [Management Information to report on the SLAs and KPIs as agreed between both parties.] | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] |
| [Training progress and compliance reports] | [Training progress of all agents in line with current agents and ramp-up plans for the next ninety (90) days.] | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] |
| [Open book profit reporting] | [Open book profit reporting from suppliers, providing detail on the profit levels achieved from this agreement.] | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] |
| [Audit Reports] | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] |
| [SME spend] | [Supplier spend on SMEs and time taken to pay invoices.] | [To be agreed within thirty (30) days of Call Off Start Date.] | [To be agreed within thirty (30) days of Call Off Start Date.] |
| [Key Sub-Contractors] | [List of all subcontractors used for current volumes and expected volumes for the next ninety (90) days in line with the ramp-up plan.] | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] |
| [CRM Data] | [All CRM data captured by call centre agents via the relevant CRM tools.] | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] | [Daily.] |
| [Telephony Data] | [All telephony data captured by call centre agents via the relevant CRM tools]. | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] | [Daily.] |
| [Call Quality] | [Reports on call quality KPIs agreed between the Customer and the Supplier within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ....] | [Daily.] |
| [Complaints] | *[All complaints received with the relevant customer and complaint details as per the requirements* set out in ....] | [To be agreed within thirty (30) days of Call Off Start Date in line with the requirements set out in ...]. | [Daily.] |