

DSC SERVICE DOCUMENT

CONTRACT MANAGEMENT AND REPORTING ARRANGEMENTS

Version: []

Effective date: []

1 General

1.1 Introduction

- 1.1.1 This Document is the Contract Management and Reporting Arrangements document referred to in Section GTB7.[] and Clause [] of the DSC Terms and Conditions and is a DSC Service Document.
- 1.1.2 This Document is an integral part of and is incorporated in the DSC.
- 1.1.3 The version of this Document which is in force, and the date from which it is in force, is as stated above.

1.2 Interpretation

1.2.1 In this Document:

- (a) **Uniform Network Code** or **UNC** means the Uniform Network Code [/];
- (b) a reference to Section GTB7 is to Section B7 of the General Terms of the Uniform Network Code;
- (c) **DSC Terms and Conditions** means the DSC Terms and Conditions as defined in and for the time being in force pursuant to TPD Section GTB7
- (d) terms defined in the DSC Terms and Conditions and not otherwise defined in this Document have the meanings given to them in the DSC Terms and Conditions;
- (e) terms defined in any other DSC Service Document and not otherwise defined in this Document have the meanings given to them in that DSC Service Document;
- (f) the further provisions of the DSC Terms and Conditions as to interpretation apply.

1.3 In this Document the following terms have the following meanings:

[list terms specifically defined for this Document]

1.4 In the case of any conflict between the provisions of this Document and any other part of the DSC the provisions of the DSC Terms and Conditions as to priority apply.

1.5 Scope and purpose

1.5.1 The purpose of this Document is to set out the [].

1.5.2 This Document is organised as follows:

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1.6 Amendment

- 1.6.1 *[To set out basis of amendment – where relevant by reference to Change Control Procedures document.]*

2 Contract Management Group

[Establish contract management group, and role and functions of contract management group – and decision making.]

3 Performance Indicators

[To be developed.]

4 [CDSP Personnel]

[Requirement on CDSP re staffing, training or following agreed procedures if needed.]

5 Quality Management

[Requirement to have specified quality management systems in place and procedures to ensure systems are complied with.]

6 Information Retention

[What financial and non-financial information the CDSP required to maintain and to what standards.]

7 Access to Information

[What information the CDSP required to make available – and to which Customers.]

8 Reporting

[What reporting requirements are for different types of services, e.g. Direct Services, Agency Services, Third Party Services and other service groupings identified in the DSC Service Description document.]

9 Dispute resolution

[Procedures to be followed in the event of a dispute between the CDSP and a Customer(s) under the DSC.]

10 Other matters

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