

4.1.5. Specific Contracts proposals (WP 1.5)

The contractor must produce proposals on request from ECHA for SCs to provide services and deliverables in the context of this FWC666. ECHA will request proposals for SCs via the Request for Offer (RFO) form. The quotes must reference the pricing tables of the FWC666. The quality of the SC and proposal process will be monitored by means of the time required to receive an acceptable offer/estimate.

The timely reception of an accepted proposal/offer will be measured in accordance with the SLA (see section 7.3).

4.1.6. Contract Planning (WP 1.6)

The contractor must maintain the planning schedules for ordered and/or forecast activities in the scope of the FWC666. The planning schedules will be maintained, on the one hand, with the support of project management tools compatible with that used at the Contracting Authority (currently MS Project, Excel) and, on the other hand, with the support of a Deliverables Tracking Matrix (DTM) tool as described in the FQP.

The contractor shall provide the planning in a consolidated **Master Plan** covering the plans of each SC (including actions, deliverables) for the following 12 months ahead and a more high-level view, at FWC666 level. This information is also relevant for the execution of other Framework Contracts, in case of dependencies between them and contributes to the consolidation of an **integrated plan**. This planning is delivered as annex of the QPR.

This planning must contain among others:

- All planned updates/releases
- The detailed project planning of all activities launched by SCs
- The important dates from the other project contributors, which are relevant for the FWC666 activities
- Etc.

The contractor must regularly analyse the above contractual plans including comparisons to the baseline planning. Any deviation, risks and eventual analysis resulting from these activities must be reported to the Contracting Authority.

For all development related activities, **detailed Project Plans (PP)** must be updated on a **regular basis** (weekly, monthly, quarterly depending on the project) and must represent the progress and performance reporting.

The planning schedules must be made available to the Contracting Authority on **weekly basis** via ECHA knowledge base.

4.1.7. Continuous Service Improvement Process (WP 1.7)

The contractor must define and run a Continuous Service Improvement Process (CSIP) linked to all services delivered under the FWC666 that takes into account the findings (e.g. proactively or via incidents raised by the Contracting Authority on quality issues related to the services provided by the Contractor etc.) and identifies improvements. Such improvements are agreed with the Contracting Authority, implemented, applied and followed-up. The contractor takes initiative and continually proposes improvements.

While the Contractor drives improvements, proposals can also come from the Contracting Authority.

Whereas the services for CSIP are primarily to be covered under LOT 2, all contractors in LOT 1 shall contribute for the relevant parts when applicable. ECHA