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05 May 2020

To: Mrs Joy Dennis, Chairman Performance and Finance Scrutiny Committee (PFSC)

SENT VIA E-MAIL

Dear Joy

TFG Award of Contract: Business Management Solution

Thank you for your letter dated 30 April 2020 in relation to the award of contract.

I would like to thank the TFG for their input and have noted the following requests:

- 1) The Group support the award of the contract to Entserv UK (para 2.2).
- 2) That the draft decision report presented to the Group be amended to include further details to support the decision being made;
 - i. a fuller explanation of the contingency budget (para 2.3),
 - ii. the project team structure (para 2.4), and
 - iii. the deliverables from the contract (functionality, performance and training) (para 2.5).
- 3) That the Performance and Finance Scrutiny Committee (PFSC) Business Planning Group (BPG) are kept informed of the implementation progress and review the post-implementation review findings and lessons learnt (para 2.6).

I have updated the decision report to reflect the feedback from the TFG and note your request to update the BPG on progress and ultimately the post-implementation review and lessons learnt.

Yours sincerely

A handwritten signature in black ink, appearing to read "K Eberhart".

Katharine Eberhart
Director of Finance and Support Services