

Appendix D

Sub-Contractors Details


The Capita team includes skills, capability and experience from within the Capita Group, and from our two main sub-contractors: Axon and Unisys. Additionally, we will be supported by SeeBeyond and Mastek in the area of integration. Other vendors include Filenet for the document imaging pilot and DogStar Design for the uptake strategy promotional campaign.




Capita have recognised the importance of effective sub-contractor and supplier management in delivery. They have catered for this in two ways:

- The Partner has allocated specific responsibility for managing the overall technical components of the initial projects to a technical resource within the Partnership Services team of our delivery/governance structure.
 - deliver a consistent technical design across the initial projects
 - enable participation in and scrutiny across technical activities
 - manage technical interdependencies
 - perform an ongoing technical QA role.
- They have created transformation teams to deliver each of the three projects, and our sub contractors will operate within rather than independently of those teams to deliver the overall business change and benefits

Capita also makes a distinction between the sub-contractor's project management and delivery and their participation in overall planning. The latter takes the form of dedicated planners from key sub-contractors being "embedded" in the Project Management Office (PMO). This takes administrative burden from the individual project management, enabling them to focus on delivery, whilst at the same time providing an important element of independent control on individual plans, which are rolled up into Project plans along with the main project schedules.

Finally, control activities will include (but not be limited to) the following: progress reporting, progress meetings, risk management, escalation routes, contractual issue resolution, formal delivery and acceptance arrangements for supplier product, and appropriate security and confidentiality arrangements.

Company	Services to be provided
	First Contact – SAP technical implementation Operational systems and processes: SAP technical implementation Management Information: Installation of data warehouse Initial projects: support for integration and 'Floorwalking' post go-live

 <p>UNISYS Imagine it. Done.</p>	<p>First Contact (EDM): BPR and systems set up/configuration, implementation support First Contact: supporting business integration of MVM in Urban Living</p>
 <p>SEEBEYOND THE VISIONARY LEADER</p>	<p>Initial Projects - integration: establish integration framework, training Harrow staff, piloting process automation, integration consultancy</p>
 <p>BT</p>	<p>First Contact: kiosk and related service provision</p>