



FuturePaths

G-Cloud 15 Service Definition

Service Line 13

Supplier Performance and
Assurance

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Service Definition Document:

Any questions regarding this document should be directed to:

Supplier	FuturePaths
Framework	G-Cloud 15
Lot	Lot 3 – Cloud Support
Service Type	Professional Advisory Services
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1. Introduction

FuturePaths provides Supplier Performance and Assurance to help organisations gain clear, independent oversight of supplier delivery, service quality and contractual outcomes. This service is designed for environments where multiple suppliers, complex contracts or critical services require strong assurance, transparency and control.

2. Service Overview

The Supplier Performance and Assurance service provides structured, vendor-independent oversight of supplier performance across live digital and cloud services. FuturePaths works alongside client teams to assess performance, identify risks, strengthen governance and provide trusted assurance to senior stakeholders.

The service focuses on proactive insight and control, ensuring suppliers deliver against agreed outcomes while reducing operational and commercial risk.

3. What the Service Does

FuturePaths provides structured supplier performance and assurance support including:

- Independent assessment of supplier performance and delivery
- KPI, SLA and experience based performance analysis
- Contractual compliance and obligation assurance
- Risk, dependency and issue identification
- Governance, controls and escalation framework setup
- Multi supplier performance coordination and alignment
- Clear assurance reporting and executive recommendations

The service ensures decision makers have accurate, timely and trusted insight into supplier performance and risk.

4. Benefits

This service enables organisations to:

- Improve visibility of supplier performance and outcomes
- Increase accountability and transparency across suppliers
- Identify delivery issues and risks early
- Reduce commercial and operational risk
- Strengthen governance and assurance arrangements
- Improve service quality and value for money
- Support confident, evidence based decision making

5. How the Service is Delivered

FuturePaths delivers this service through experienced, vendor-independent consultants with strong commercial, operational and governance expertise. Delivery is pragmatic, objective and outcome-focused, typically following a structured approach:

- Performance and contract baseline assessment
- KPI, SLA and reporting review
- Risk and dependency analysis
- Governance and assurance framework alignment
- Ongoing assurance reporting and recommendations

Delivery is led by a Senior Consultant, Principal Consultant or Executive Consultant, depending on complexity and criticality.

6. Service Scope

In Scope

- Supplier performance assessment and assurance
- KPI, SLA and service reporting analysis
- Contractual and obligation assurance
- Governance and escalation framework support
- Multi supplier performance coordination
- Executive assurance reporting

Out of Scope

- Supplier operational management or delivery
- Commercial renegotiation or procurement activity
- Hands-on technical delivery or remediation
- Long-term managed service provision

7. Service Levels

Service levels, milestones and reporting arrangements are agreed at the start of each engagement and typically include:

- Agreed assurance objectives and scope
- Defined performance and risk reporting cadence
- Clear findings and recommendations
- Regular assurance updates where applicable
- Senior consultant oversight throughout delivery

8. Security and Compliance

FuturePaths delivers this service in line with UK government security, confidentiality and data protection requirements. Secure working practices are applied throughout delivery, making the service suitable for regulated, sensitive and safety-critical environments.

9. Pricing

Services are delivered by Executive Consultants, Principal Consultants, Senior Consultants or Consultants in line with the FuturePaths SFIA-aligned rate card.

Typical engagements range from 10 to 120 days, depending on scope, complexity and organisational context. Travel and subsistence are charged at department rates where applicable.

10. Onboarding and Offboarding

Onboarding

- Initial assurance and performance discussion
- Agreement of scope, suppliers and reporting approach
- Identification of stakeholders, contracts and data sources
- Confirmation of governance and escalation routes

Offboarding

- Handover of assurance findings and insights
- Final performance and risk review
- Recommendations for ongoing governance and control
- Formal engagement close-out

11. Service Constraints

- Delivery is independent and advisory
- The service does not replace supplier management teams
- Effectiveness depends on access to accurate data and contracts
- Supplier cooperation supports depth of assurance
- Outcomes depend on organisational engagement and decision-making

12. Further Information

Further details, clarification and engagement planning are available through the Digital Marketplace.



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