



# PPP/PFI Training Programme

## Managing Operational Contracts

### Background

The Review of Operational PFI/PPP Projects carried out by Partnerships UK (PUK) on behalf of HM Treasury and published in March 2006 identified a general lack of training provision for public sector managers of PFI/PPP Contracts. Following a tender process in 2007, PricewaterhouseCoopers has been appointed to provide training in the management of operational contracts, and the provision of this training has received the exclusive endorsement of the Operational TaskForce (OTF).

### PricewaterhouseCoopers

PricewaterhouseCoopers LLP is the largest professional services organisation in the world and one of the leading firms of advisers to both the public and private sectors on the development of Public Private Partnerships.

We are currently working on over 125 significant projects across the United Kingdom and we have been at the forefront of the development of Public Private Partnerships in almost every sector.

To date we have acted as financial adviser through to financial close on 245 projects with an aggregate capital value of around £29.5bn.

PricewaterhouseCoopers LLP ("PwC") have designed and delivered PFI/PPP training since 1996, through an open training programme, initially developed in conjunction with the Private Finance Panel. The programme comprises a suite of eleven different courses ranging from, *An Introduction to PFI/PPP*, up to and including, *Procurement under Competitive Dialogue*.

Over the last ten years, we have delivered over 400 courses to more than 7,000 delegates, both for central and local government, as well as for the private sector.

### Operational TaskForce

The Operational TaskForce is operated on behalf of HM Treasury by Partnerships UK (PUK).

The TaskForce provides public sector managers of operational PFI projects with a source of support, guidance and advice. As well as providing support to individual project managers, it assists public sector bodies by disseminating knowledge and expertise on a range of operational, financial and legal issues.

*"c70% of public sector contract managers felt they would benefit from further guidance, both in public sector skills and project specification matters"*

Partnerships UK: Report on Operational PFI Projects  
March 2006

*"About £180 million was spent on changes to operational PFI deals in 2006. Although major changes were relatively uncommon, they contributed to 90 per cent of the total spend on changes in 2006."*

*Public sector authorities can improve the value for money of changes by adopting the good practices used in some projects."*

National Audit Office -  
'Making Changes in Operational PFI Projects'  
March 2008

Operational TaskForce



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## Managing Operational Contracts

**Duration** 2 Days: 09:15 - 17:00

**Who Should Attend?** This course is designed for those who are or will be involved in Managing Operational PPP/PFI Contracts.

### Course Overview

DAY 1	DAY 2
Introduction and Scene-Setting	Recap on Day 1
The Key Phases in Managing Operational Contracts	Managing Contract Variations & Change Control
Implementation & Service Delivery Case Study	Development of Change Control Procedures & Case Study
Payment Mechanism & the Financial Model	Rights & Obligations
Benefits Management	Forward Looking Operational Reviews
Benefits Management Case Study	Managing Contracts - Key skills & -techniques
Managing Relationships - Building partnerships - Stakeholder management	Benchmarking & Market Testing & Case Study
Close	Close

If you would like to discuss this course being delivered specifically to your project team/organisation please email:  
[ppp.pfitraininginfo@uk.pwc.com](mailto:ppp.pfitraininginfo@uk.pwc.com)

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### Course Summary

Strong contract management skills are necessary to ensure that both parties to a contract meet the business and operational obligations required; and at the same time ensure that value for money is achieved. The course aims to cover the necessary resources, skills and monitoring methods that can be used to help ensure successful contract delivery.

This highly participative course uses a mixture of case studies, best practice guidance and relevant experience gained from practitioners, the Operational TaskForce and our clients.

The course will be delivered by skilled trainers, experienced contract managers and PPP/PFI practitioners including representatives from the Operational TaskForce and Partnerships UK.

Objectives for the course are to:

- Understand what managing operational contracts entails and appreciate the key phases in the process.
- Be aware of the main issues arising in operational contracts and how they can be resolved.
- Appreciate the project management, commercial and negotiating skills required by contract managers.
- Have applied learning to case study scenarios.
- Be aware of best practice in areas such as:
  - Monitoring tools and methodologies
  - Change control and benchmarking
  - Benefits realisation.

### Accreditation

This course may be considered relevant for Continuing Professional Development accreditation.

### Course Fees

£695 + VAT per delegate

(If there are several people in your team/organisation it may be more financially viable to consider a hosted event).

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