

HRO Contract Development

DURATION 2 Days

PARTICIPANTS

HR & Procurement managers and professionals preparing to negotiate an HR Outsourced services agreement.

SUMMARY

A layman's walk through a contractual framework for HR Transformation and Services. The course provides insight into key contractual issues and potential resolutions. Crucially it explains in practical terms the critical links between the contract and the day to day management of services so that they can be addressed in advance. The complete preparation for HRO contract negotiations for non-lawyers.

TRAINING OUTCOMES

- Understand the standard commercial terms of an HRO contract.
- Identify the key practical issues that impact services management.
- Learn how to address project implementation in the contract.
- Devise Service Levels and evaluate the pros and cons of penalty clauses.
- Devise Issue Resolution and Change Control schedules that work.
- Incorporate protections in case of competitive renewal or termination.
- Learn essential IT inclusions in HRO contracts.
- Get insight into Provider strategies and controlling hidden costs.

PROGRAMME

Don't start if you can't finish

- Commencement, Term & Renewal
- Termination & Exit Assistance
- The hidden handcuffs

Be clear about Expectations

- Statement of Work
- Implementation and QA
- Milestones and Deliverables
- Staff Transfer
- SLA's & Penalties

Pricing and Hidden Costs

- Pricing & Payment
- Change Control & Gainsharing
- Consultancy Fees & Benchmarking
- System Licences, Maintenance & Upgrades

Key Commercial Issues

- Liabilities, Indemnities
- Damages and Breach
- Intellectual Property Rights
- Confidentiality
- Representation & Warranties

Key Systems Issues

- Data Security
- Continuity & Disaster Recovery

Agree Command & Control in Advance

- Governance
- Incidents, Issue & Disputes
- Access, Audit and Step-In Rights

Wrap Up

- The Framework checklist
- The players
- A workplan for reaching agreement

