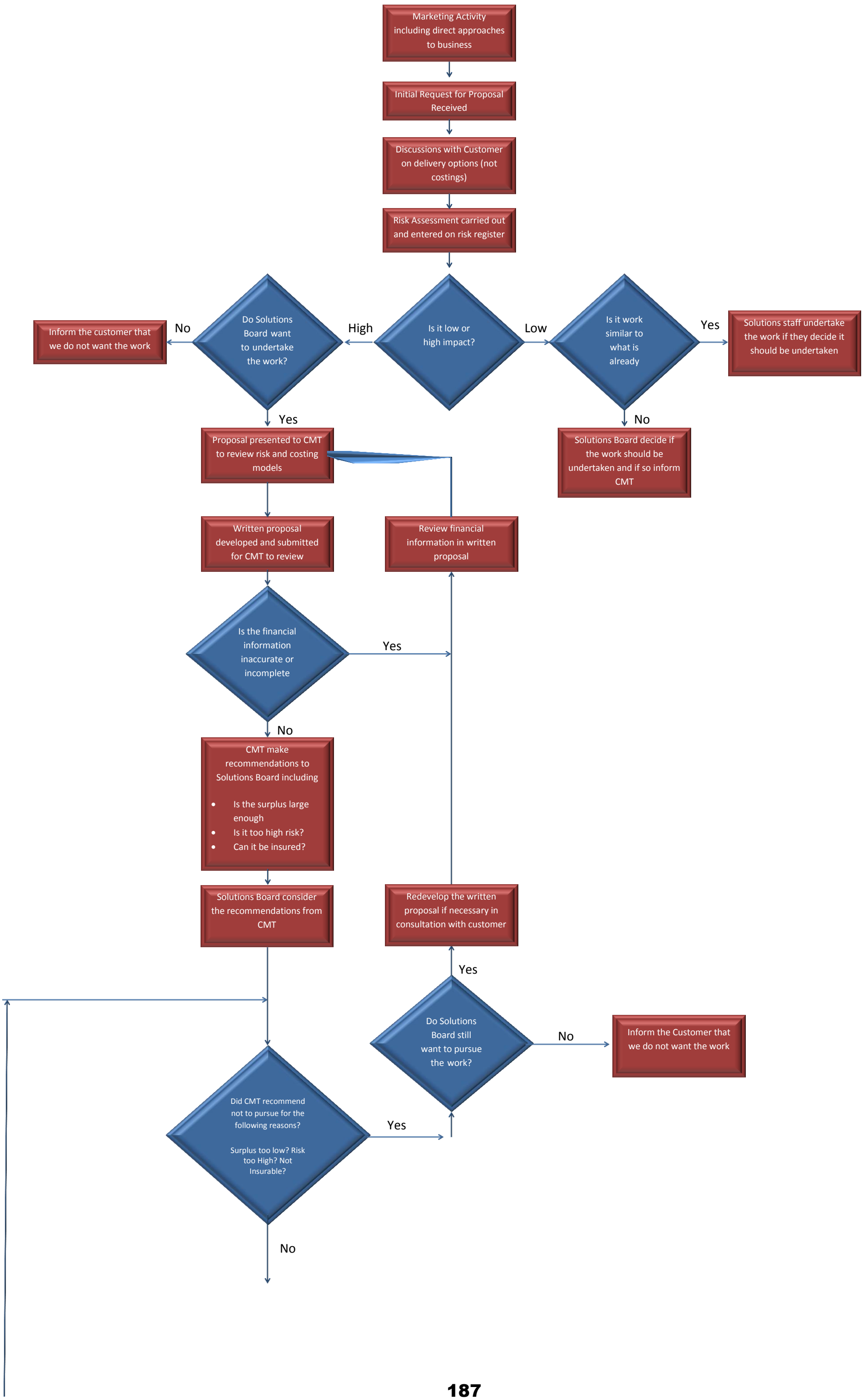
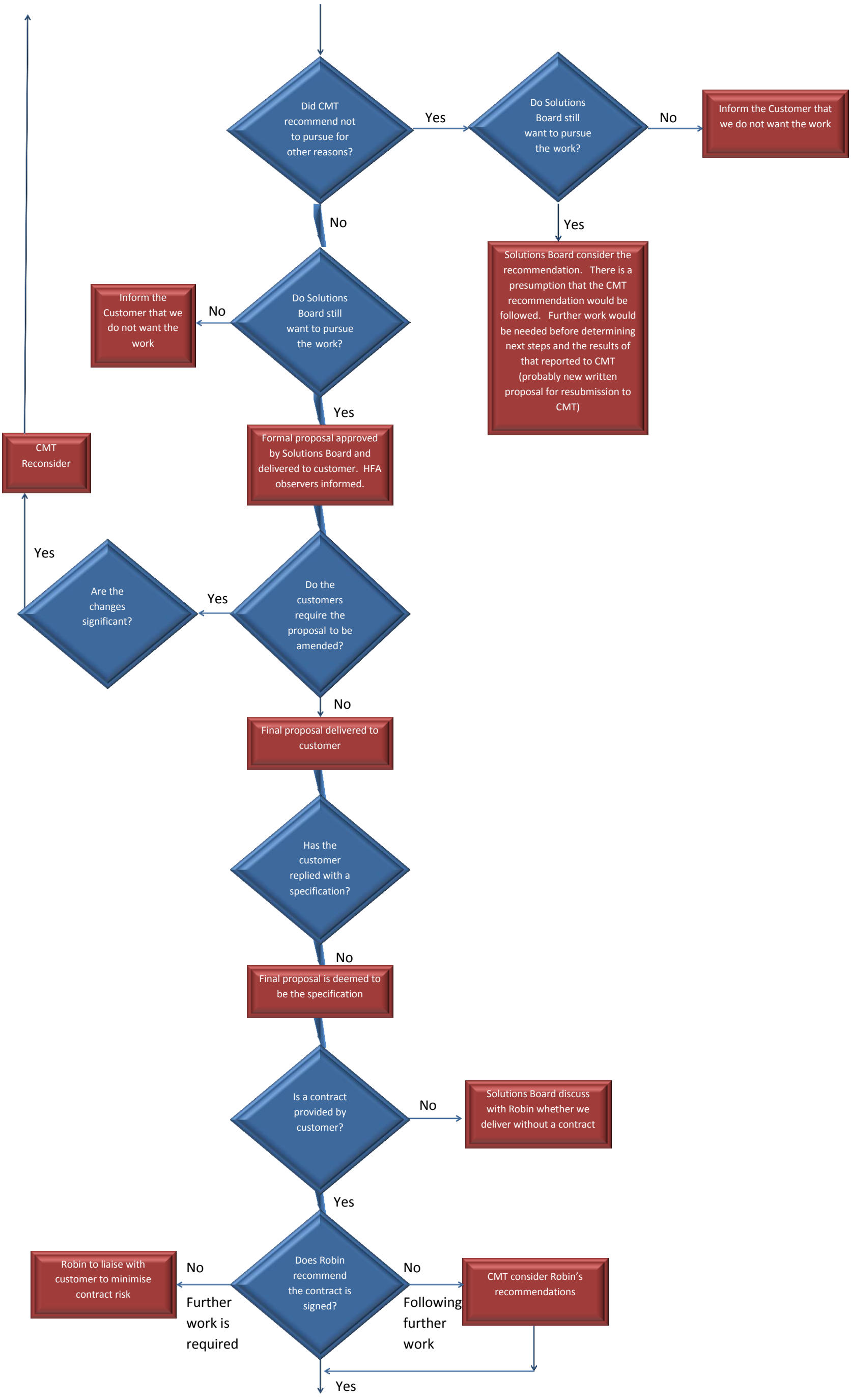
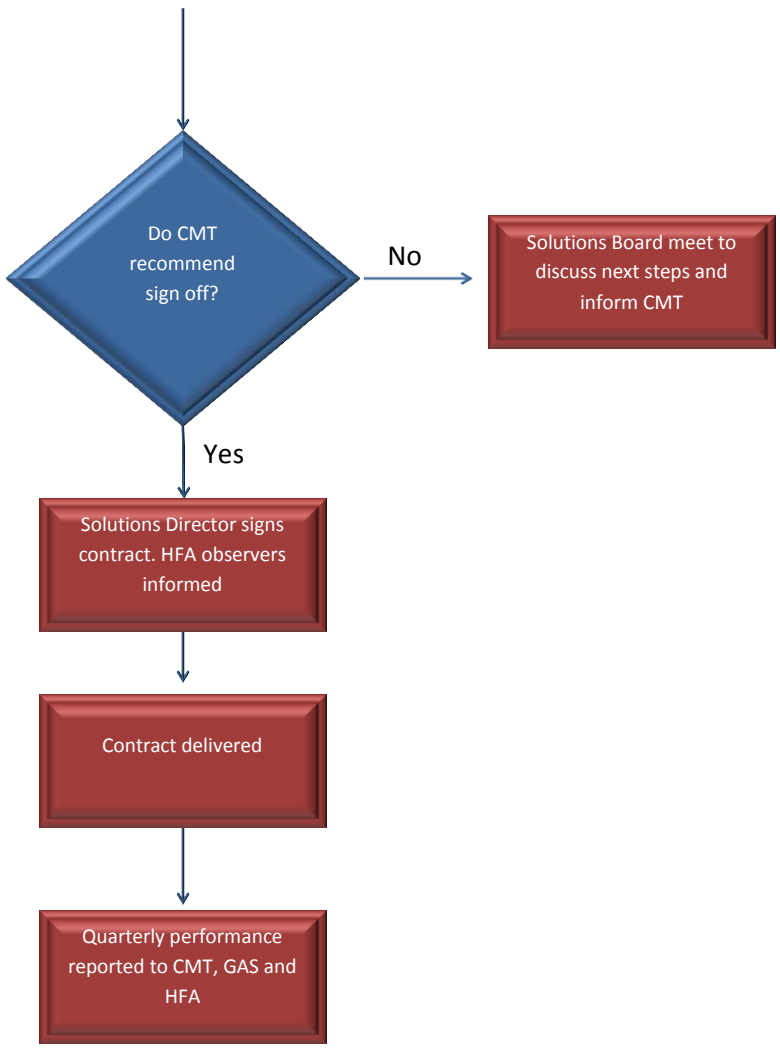

Marketing Activity including direct approaches to business
Initial Request for Proposal Received
Discussions with Customer on delivery options (not costings)
Risk Assessment carried out and entered on risk register
Is it low or high impact?
High
Do Solutions Board want to undertake the work?
No
Inform the customer that we do not want the work
Yes
Proposal presented to CMT to review risk and costing models
Written proposal developed and submitted for CMT to review
Is the financial information inaccurate or incomplete
Yes
Review financial information in written proposal
No
CMT make recommendations to Solutions Board including
Is the surplus large enough
Is it too high risk?
Can it be insured?
Solutions Board consider the recommendations from CMT
Redevelop the written proposal if necessary in consultation with customer
Yes
Do Solutions Board still want to pursue the work?
No
Inform the Customer that we do not want the work
Did CMT recommend not to pursue for the following reasons?
Surplus too low? Risk too High? Not Insurable?
Yes
No
Low
Is it work similar to what is already
Yes
Solutions staff undertake the work if they decide it should be undertaken
No
Solutions Board decide if the work should be undertaken and if so inform CMT


Did CMT recommend not to pursue for other reasons?
Yes
Do Solutions Board still want to pursue the work?
No
Inform the Customer that we do not want the work
Yes
Solutions Board consider the recommendation. There is a presumption that the CMT recommendation would be followed. Further work would be needed before determining next steps and the results of that reported to CMT (probably new written proposal for resubmission to CMT)
No
Do Solutions Board still want to pursue the work?
No
Inform the Customer that we do not want the work
Yes
Formal proposal approved by Solutions Board and delivered to customer. HFA observers informed.
Do the customers require the proposal to be amended?
Yes
Are the changes significant?
Yes
CMT Reconsider
No
Final proposal delivered to customer
Has the customer replied with a specification?
No
Final proposal is deemed to be the specification
Is a contract provided by customer?
No
Solutions Board discuss with Robin whether we deliver without a contract
Yes
Does Robin recommend the contract is signed?
No
Robin to liaise with customer to minimise contract risk
Further work is required
No
CMT consider Robin's recommendations
Following further work
Yes


Do CMT recommend sign off?
No
Solutions Board meet to discuss next steps and inform CMT
Yes
Solutions Director signs contract. HFA observers informed
Contract delivered
Quarterly performance reported to CMT, GAS and HFA