



Service Providers - Subcontractor data setup

Planon Software Suite

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Bold

Names of menus, options, tabs, fields and buttons are displayed in bold type.

Italic text

Application names are displayed in italics.

CAPITALS

Names of keys are displayed in upper case.

Special symbols


	Text preceded by this symbol references additional information or a tip.
	Text preceded by this symbol is intended to alert users about consequences if they carry out a particular action in Planon.

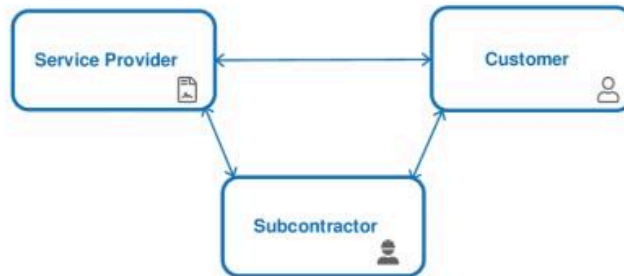
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Subcontractors solution for Service Providers

As a Service Provider, you are responsible for maintenance work at the customers' sites, but you may want to *outsource* specific activities to subcontractors. With Planon's subcontractor-related TSIs you can outsource work and achieve 'economies of scale' at the same time. The solution allows you to group all maintenance of the same type and negotiate a favorable price with a subcontractor for a bulk of maintenance work.



Required TSIs for Subcontractor solution

The following TSIs / features are required if you want to configure the subcontractor solution.

On the Customer side:

- The **Customers** TSI - selection steps with configured customer data (**Customers** and **Service locations**).
- The **Customer contracts** TSI - Most relevant contract data will already exist, but additional selection steps are available, where you can configure subcontractor-related data, such as **Evaluation periods** and **Outsourcing agreements**.
- **Batch process jobs** TSI - here, you can monitor the generation of outsourced maintenance proposals from the customer contract.

On the Subcontractor side:

- The **Subcontractors** TSI - selection step is available to configure **Subcontractor** data.
- The **Outsourced maintenance proposals** TSI - a **Framework agreements** selection level and steps are available to configure the **Framework agreements** and **Framework agreement price lists** that form the 'handshake agreement' between service provider and subcontractor. **Proposals** selection level and steps are available into which the outsourced maintenance proposals and outsourced maintenance activities are generated from the customer contract. Generation of the proposals takes place as a *batch processing job* in the **Batch process jobs** TSI mentioned above.

The proposed maintenance work can be found as **Outsourced maintenance activity definitions** and **Outsourced maintenance activities**. Separate selection steps are available on the **Activity definitions** level to show the price list data per service (activity definition).

- The **Subcontractor contracts** TSI - contains service contracts for the subcontractors. Eventually, after negotiations between service provider and subcontractor (about the scope and price of the outsourced maintenance work) are finalized, the contract with the subcontractor can be added and activated here.
- **Background actions** TSI - required to monitor the creation of contract lines (**Outsourced assignments**) from outsourced maintenance proposals.

Outline of the subcontractor data configuration

Once the relevant *customer*-related and *subcontractor*-related TSIs are available on your navigation panel, complete with the required levels, steps and actions, you can start adding data in these TSIs and link this data correctly. The preconditions for the configuration are listed below. With the right configuration, you will be able to incorporate generated 'outsourced maintenance proposals' as contract lines (subtype: [Outsourced assignments](#)) in the subcontractor's contract.

Service Provider's internal organization

- **Service catalogs** TSI: a service catalog must be available, with linked service agreement services

Subcontractor management data

- **Subcontractors** TSI: add/maintain a list of subcontractors.
- **Outsourced maintenance proposals** TSI: add **Framework agreements** to the subcontractors; at the end of the required negotiating period, add **Framework agreement price lists** and select a **Split method for assignments** per framework agreement.



Configuration tip: you may prefer to split this TSI up into two parts. You can create a separate **Framework agreements** TSI, where contract managers can add and maintain the framework agreements and corresponding price lists that were initially set up with the subcontractor. The **Outsourced maintenance proposals** TSI can then be slightly adjusted and used to process the actual work coming from the proposals.

- **Subcontractor contracts** TSI: add / maintain the contracts with the subcontractors.

Customer management

- **Customers** TSI: link customers to the relevant properties via the **Link properties** action on the action panel.
- **Customer contracts** TSI: add relevant service contracts and contract lines (user-defined type: **SLA amount**) to customers.
- **Customer contracts** TSI: link these contract lines to properties and services.
- **Customer contracts** TSI: add **Evaluation periods** and **Outsourcing agreements**.
- **Contracts** TSI: add **Contract service plans** with **Contract activity definitions** to the relevant customers and link the assets that require the contractual maintenance.
- **Contracts** TSI: at **SLA scopes & activities > Contract activity definitions**. In the **Service agreement service** field, select a relevant service. Optional: set the field **Available for outsourcing?** to **Yes**.
- **Customer contracts** TSI > **Outsourcing agreements**: link outsourcing agreements to contract activity definitions.

Planned maintenance process and generation of work to be outsourced

- **Maintenance planner** TSI: compile relevant contract-based maintenance plan. This plan must be **Definitive** and **Active**.
- **Customer contracts** TSI: generate **Outsourced maintenance proposals** (Monitor the process in the **Batch processing** TSI).

Outsourcing process

- **Outsourced maintenance proposals** TSI: check the processed output. **Outsourced maintenance activity definitions** and **Outsourced maintenance activities** have been generated. In addition, **Price lists** that are specific to the outsourced maintenance proposals have also been generated.
- **Outsourced maintenance proposals** TSI: generation of contract lines for the subcontractor's contract. You can check the progress in the **Background actions** TSI. The generated contract lines are displayed in the **Subcontractor contracts** TSI.

Concepts

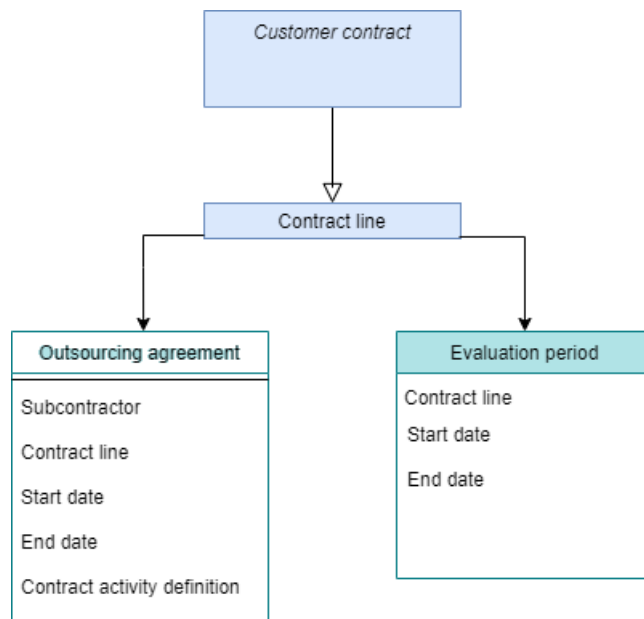
The following topics describe the concepts that are key to understanding the functionality.

Evaluation period

In Planon's Service Providers - **Subcontractors** solution, an **Evaluation period** can be defined on customer *contract lines*, to allow contract managers to break down outsourced maintenance work per customer, based on periods of time.

The evaluation periods allow the service provider to 'break down' the contract line into different periods of time, which match the customers 'financial periods' for outsourcing. The defined evaluation periods cannot overlap with each other.

Also see: [Outsourcing agreement](#).



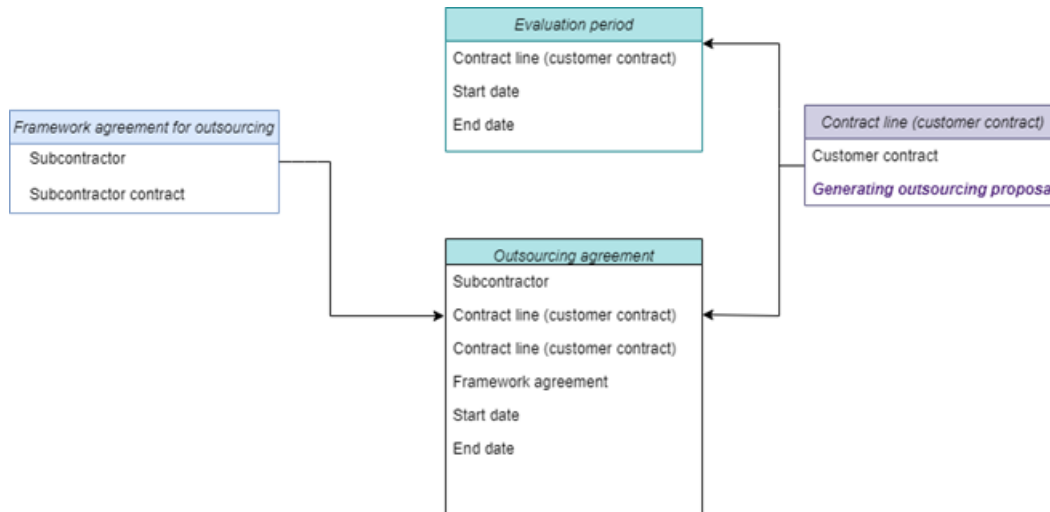
Framework agreement for outsourcing

In Planon's Service Providers - **Subcontractors** solution, a **Framework agreement** is used as a handshake agreement in which all planned maintenance work that must be outsourced is grouped into a single batch. This concept allows you to conduct better price negotiations about these activities with the subcontractor.

A **Framework agreement** with a subcontractor contains details on how the contract lines (which are created at the end of the process) should be set up. It can also contain a price list where users can specify a price per service for all activities included in the

proposals that are linked to the framework agreement. See [Framework agreement price list](#). A framework agreement can be linked to one or more **Outsourcing agreements** of a customer, each specifying an applicable period and linked customer contract line.

If you want to allow a subcontractor to define how outsourced maintenance proposals are grouped when [outsourced assignments](#) (subcontractor contract lines) are created, you must define a [Split method for outsourcing](#).



Framework agreement price list

You can link price lists to a framework agreement, which contain target prices for individual activities that are outsourced.

These framework agreement prices are linked both to a framework agreement and to a service. They are used to create the final price lists on generated outsourced maintenance proposals. When you (re)generate the outsourced maintenance proposals, including all outsourced maintenance activity definitions, the system will check if corresponding price list records already exist in the **Framework agreement price list**. If they do not exist yet, they are created. Any previously existing price lists on the outsourced maintenance proposals must be manually updated.

Outsourcing agreement

Outsourcing agreements with customers are used to link subcontractors to maintenance work that is contractually agreed with a customer.

During the negotiations between Service Provider and customer, an agreement may be required as to which activities will be *outsourced to a subcontractor*, and for which period. In this agreement, service provider and customer jointly agree to deploy a specific subcontractor to outsource maintenance work to. The maintenance work in the agreement is *contractual work* (on *contract line* level of the customer contract). Both the outsourcing agreement and the [evaluation period](#) are used to determine:

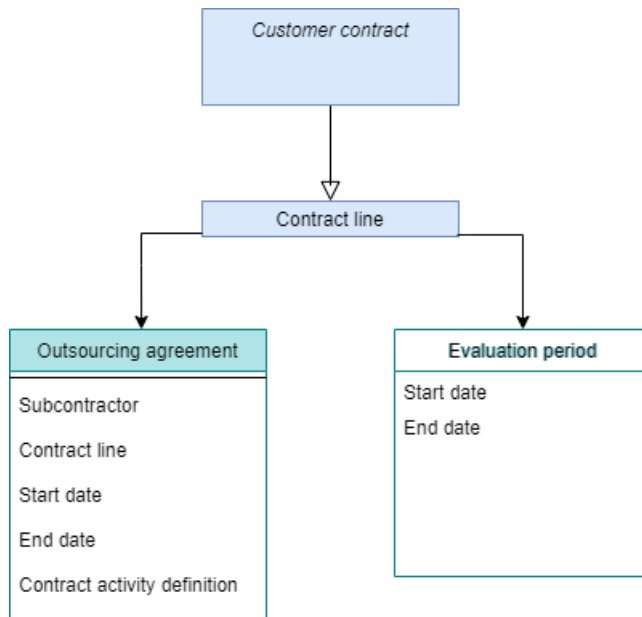
- the execution periods and scope of the maintenance work;

- the agreed subcontractor.

Links

You can link multiple contract activity definitions to an outsourcing agreement. The outsourcing agreements and linked contract activity definitions are used to divide the maintenance activities into different **Outsourced maintenance proposals** when the work is being outsourced to a subcontractor.


 Outsourcing agreements are not part of any legally binding contractual agreements between Service Provider and subcontractor.



Statuses

There are three system statuses available for outsourcing agreements:

- **Inactive** (default, initial status) - Inactive agreements are ignored when generating outsourced maintenance proposals
- **Active** - agreements with this status are included when generating outsourced maintenance proposals
- **Ended** - if an outsourcing agreement comes to an end, select **Ended**. As a result, you can now no longer generate **outsourced maintenance proposals** or outsourced **assignments**. Any linked contract activity definitions become available for re-outsourcing to a different subcontractor, under a new outsourcing agreement.

 Once ended, the outsourcing agreement cannot be reverted to a previous status!

Outsourced maintenance proposals

In Planon's Service Providers - **Subcontractors** solution, an **Outsourced maintenance proposal** is generated by clicking the **Generate proposals** action on a customer contract, or on its contract line. A batch process is started that creates a series of packages of maintenance work for a certain period to be outsourced to the relevant subcontractor.

A generated **Outsourced maintenance proposal**, containing all maintenance work for a certain period, is subsequently sent to the subcontractor. This proposal is read-only because it is a legally binding document between service provider and subcontractor. After due negotiations with the subcontractor about the actual price of the outsourced activities in the proposal, the generated proposal can be formalized and turned into (grouped) contract lines on the subcontractor's contract.



For a maintenance proposal to be generated properly, the following conditions have to be met:

- Contract maintenance activities must be added to the relevant contract line
- Optional: the setting **Available for outsourcing?** on the contract activity definition can be set to **Yes**, to facilitate filtering, searching and reporting.
- The maintenance plan to which these contract activities are linked must be definitive and compiled, so that maintenance activities exist in the plan for the contract activity definitions.
- Assets must be linked to the relevant service plan.
- Evaluation periods must be defined for the customer contract line.
- Outsourcing agreements must be defined for the customer contract line and the contract line must be **Active**.

Outsourced maintenance work - activity definitions and activities

Once an outsourcing proposal has been generated, the corresponding work for the subcontractor becomes available in the **Outsourced maintenance proposals** TSI.

The outsourcing proposal is the container for all the proposed work that contractually must be carried out by the subcontractor. The details of the maintenance work are generated in the shape of **Outsourced maintenance activity definitions** (outline of the work) and **Outsourced maintenance activities** (the planned work). You can find these on their respective selection levels and steps in the **Outsourced maintenance proposals** TSI.

Price list - outsourced maintenance proposals

The costs of individual activities that are outsourced via an outsourced maintenance proposal are grouped in a separate price list.

A price list for an outsourced maintenance proposal is a subset of the **Framework agreement price list**, but relevant only to the selected proposal. It is created automatically upon generating proposals. The data in this price list is based on the information from the **Framework agreement price list** that was agreed with selected subcontractor. The total costs of all activities in the proposal are shown on the framework agreement price list.

Split method for outsourcing

The work that is outsourced to a subcontractor will eventually be formalized in contract lines that are linked to the subcontractor contract. You can generate these contract lines ('outsourced assignments') via a manual action, from the outsourcing proposal to the subcontractor's contract. For reasons of convenience and efficiency, the subcontractor may require you to *group* these contract lines in advance. You can do this by defining and applying a 'split method for outsourcing' on the framework agreement.

Splitting up contract lines is usually based on financial or location-specific considerations by the subcontractor. So, before subcontractor contract lines ('outsourced assignments') are created, you, as service provider, can specify a method for splitting up the outsourced work *per framework agreement*. You can select a split method for outsourcing on the **Framework agreement** layout. Basically, the setting **Split methods for outsourcing** includes three options to split up contract lines within a framework agreement:

- **None** - no splitting of contract lines into groups: only 1 contract line is generated from the outsourcing proposal to the subcontractor's contract. All *outsourced activity definitions* and *outsourced activities* from the proposal are included.
- **Per property** - group by property: 1 contract line is generated *per property* from the proposal to the subcontractor's contract. All *outsourced activity definitions* and *outsourced activities* from property linked to the proposal are included.
- **Per split group for outsourcing** - add 'split groups' for the relevant properties: 1 contract line is generated per group of properties, from the proposal to the subcontractor's contract. All *outsourced activity definitions* and *outsourced activities* from the group of properties linked to the proposal are included.



You can define 'split groups' for a framework agreement at Outsourced maintenance proposals > Split groups. Once added, you can link the split groups to properties via the **Link properties** action on the action panel. Existing split groups can be deep copied to another framework agreement and its linked properties via the **Deep copy** action on the action panel.

When linking split groups, the **Link properties** pop-up will display all properties that are associated with the customer in the **Available** list. If there are already some properties linked to a split group and you want to add more later, the **Available** list will only display

those properties which are not already linked to the split group for this combination of **Customer** and **Framework agreement**.

Subcontractors

A subcontractor is a third-party involved in carrying out (part of) the work ensuing from a customer contract. As a Service Provider, you are likely to outsource work to one or more specialized subcontractors. You may even have multiple agreements with individual subcontractors, covering the scope of work that they carry out. If your organization works with subcontractors, you can configure the necessary data in the **Subcontractors** TSI.

Similar as with your customer, you will also have one or more service contracts with your subcontractor(s). This contract is the legally binding part of the relation with the subcontractor. In addition, you will also enter into a framework agreement with the subcontractor, which is a 'handshake' agreement that includes all planned maintenance work that must be outsourced into a single batch to the subcontractor for a specific customer. Price negotiations for the outsourced maintenance activities are typically registered in this framework agreement. If your organization decides to work with framework agreements and subcontractor contracts, you can configure the necessary data in the **Outsourced maintenance proposals** TSI and **Subcontractor contracts** TSIs.



For more information on configuring the TSIs related to subcontractor data, see [Subcontractors](#).

Subcontractor contracts

The legally binding agreements you make with your subcontractors can be created in a dedicated **Subcontractor contracts** TSI.

The purchase contract managers within a Service Providers organization can add and maintain the specific subcontractor contracts in a dedicated TSI called **Subcontractor contracts**. These contracts link each subcontractor to the contractually agreed work. Specific *contract lines* of the type **Outsourced assignments**, which are generated from the outsourced maintenance proposals, define the financial details of the contract.




- When configured, it is possible to view 'Contract history' and 'Contract line history' for **Subcontractor contracts** to keep track of specific contract (line) information. History selection steps can be added to the **Subcontractor contracts** TSI at the **Contract lines - outsourced assignments** level and **Contract lines details** level. For more information on adding these history steps, see [Configuring selection levels and selection steps](#) and [History](#).
- Customer budgets cannot be used on Subcontractor contracts.


Outsourced assignments - subcontractor contract lines


The financials details of a subcontractor contract can be found in its contract lines.

The contract lines of a subcontractor's contract hold the financial details of the subcontractor contract and belong to a specific system type: **Outsourced assignments**. These outsourced assignments are *generated* to the **Subcontractor contracts** TSI from [outsourced maintenance proposals](#). The contract line type **Outsourced assignments** is exclusive to the Service Providers solution and is unlike any other type of contract line, in the sense that it can have an adjustable payment schedule. Such a payment schedule allows for flexibility both in scheduling and the fulfilling of financial commitments.

 Some settings with regard to generating outsourced assignments can be made on the framework agreement. These settings will save you time and effort entering data, for example by enabling you to have data from previous outsourced assignments copied automatically to any subsequent ones. See [Framework agreement fields](#) and [Detection of outsourced assignments to copy data from](#).

For this system type of contract lines, Planon application managers must configure a user-defined type, which can subsequently be added to the layout of the **Contract lines** step in the **Subcontractor contracts** TSI.

 In a Planon Accelerator for Service Providers this user-defined contract line may already exist.

 For more information on user-defined business objects see the Field definer user information in the webhelp. For information on adding layouts to a TSI, see [Layouts](#).

Adjustable payment schedule

In the Service Providers solution, on subcontractor contracts, you can make settings to allow for an *adjustable payment schedule* on financial commitments.

By configuring financial commitments with variable, non-linear payment schedules, contract managers can specify varying amounts and irregular payment periods that reflect the contractually agreed payment dates and the amounts in the subcontractor contract.

There are two fields on **Outsourced assignments** (subcontractor contract lines) that can be used to configure adjustable payment schedules. See [Outsourced assignment fields](#). For information on generating Schedules and Commitments, see

For the procedure on how to generate 'Schedules' and 'Commitments', see [Generating schedules and commitments](#).

Detection of outsourced assignments to copy data from

For the process of generating outsourced assignments in an existing contract, you may want to enable one of the following two settings on the framework agreement:

- Copy previous outsourced assignment?
- Copy amount from previous outsourced assignment?

Both settings allow for copying of data from previous outsourced agreements, which will save you time and effort. See [Framework agreement fields](#) for detailed information about these settings. With one of the two settings enabled, Planon has the following mechanism in place to find out what the right source for the copy is:

Settings made on framework agreement	Detection criteria for copy
Framework agreement has no Split method for assignments defined ...	Outsourced assignment to be copied is checked for matching framework agreement, outsourcing agreement and subcontractor contract.
Framework agreement has a Split method for assignments defined: <i>per property ...</i>	Outsourced assignment to be copied is checked for matching framework agreement, outsourcing agreement, subcontractor contract and <i>property</i> .
Framework agreement has a Split method for assignments defined: <i>per split group for outsourcing ...</i>	Outsourced assignment to be copied is checked for matching framework agreement, outsourcing agreement, subcontractor contract and <i>split group</i> .

i If the split group is not filled in on the previous outsourced assignment (the one to be copied), this is not considered a match. A new outsourced assignment will be generated without copied data.

If the system detects one or more existing outsourced assignments, the following logic is used to find the correct assignment contract line, from which to copy data:

- The **Start date** of the previous outsourced assignment must be in the past or have the same start date as the outsourced proposal (all 'future' outsourced assignments are ignored).
- If the system detects one or more previous outsourced assignments, the latest is used (with the latest actual start date).
- If no existing outsourced assignments are detected, a completely new outsourced assignment is generated.

Working with...

This section describes the various functions available.

Adding subcontractors

As Service Provider, you can outsource work to one or more subcontractors. Subcontractor data can be added in the **Subcontractors** TSI. Each subcontractor can have multiple agreements with their Service Provider, covering the scope of work that they carry out.

Purchase contract managers or similar roles at the Service Provider side, can add subcontractor data by following this procedure:

Procedure

1. Go to the Subcontractors TSI > Subcontractors level.
2. On the action panel click Add.
3. Complete the fields in the data panel.

For information on the available fields, refer to [Subcontractor fields](#).

4. Click Save.



Any documents relating to the subcontractor such as emails, reports etc., can be uploaded and stored as communication logs at the subsequent selection level.

Adding a framework agreement for outsourcing

Framework agreements can be added in the **Outsourced maintenance proposals** TSI, on the **Framework agreements** level. A [Framework agreement for outsourcing](#) is used as a container that holds all outsourced maintenance proposals for a subcontractor.



Some settings with regard to generating outsourced assignments can be made on the framework agreement. These settings will save you time and effort entering data, for example by enabling you to have data from previous outsourced assignments copied automatically to any subsequent ones. See [Framework agreement fields](#) and [Detection of outsourced assignments to copy data from](#).

Procedure

1. Go to the Outsourced maintenance proposals TSI and select the Subcontractors level.



If this TSI has been split up in your configuration to create a separate **Framework agreements** TSI, you should go to that TSI.

2. Select the subcontractor for whom you want to add a framework agreement.
3. On the action panel, click Add.
4. Complete the fields in the data panel.

For information on the available fields and the settings you can make with regard to generating outsourced assignments, refer to [Framework agreement fields](#) and to [Split method for outsourcing](#).

5. Click Save.

The framework agreement is added for the selected subcontractor.



Any communication or documents relating to the framework agreement, such as emails, reports etc., can be uploaded and stored as communication logs at the subsequent selection level.

Adding a framework agreement price list

Framework agreements can contain a price list where you can specify an average price per service for the maintenance activities included in the outsourcing proposals.

Procedure

1. Go to the Outsourced maintenance proposals TSI and select the Subcontractors level.



If this TSI has been split up in your configuration to create a separate **Framework agreements** TSI, you should go to that TSI.

2. Select the relevant subcontractor.
3. Go to the Framework agreements level.
4. Select the framework agreement to which you want to add a price list.
5. Go to Agreement price lists.
6. On the action panel, click Add.
7. Complete the fields in the data panel.

For information on the available fields, refer to [Framework agreement price list fields](#).

8. Click Save.

Adding evaluation periods to a customer contract

On the Service Providers side, contract managers are able to define evaluation periods for customer contract lines. This will enable them to divide the outsourced work per customer in accordance with this customer's financial periods.

Procedure

1. Go to the Customer contracts TSI > Customers and select the relevant customer.
2. At Contracts, select the relevant customer contract.
3. At Service contract lines, select the contract line to which you want to add an evaluation period.
4. Go to Service agreements > Evaluation periods.
5. On the action panel, click Add.
6. Complete the fields in the data panel.

For information on the available fields, refer to [Evaluation period fields](#).

7. Click Save.

Adding outsourcing agreements to a customer contract

During negotiations between Service Provider and customer, an agreement is made about which activities will be outsourced to a subcontractor, and for which period.

Procedure

1. Go to the Customer contracts TSI > Customers and select the relevant customer.
2. At Contracts, select the relevant customer contract.
3. At Service contract lines, select the contract line to which you want to add an outsourcing agreement.
4. Go to Service agreements > Outsourcing agreements.
5. On the action panel, click Add.
6. Complete the fields in the data panel.


For information on the available fields, refer to [Outsourcing agreement fields](#).

7. Click Save.

The outsourcing agreement is added with default status Inactive.

8. On the action panel, click Link contract activity definitions.

Use the Assets quick filter, to filter out contract activity definitions that are based on assets linked to the contract service plan.

 When linking contract activity definitions to outsourcing agreements, 'unavailable' activity definitions - those which are already linked to another agreement during the same period - are not displayed in the **Available** section of the dialog box.

9. In the dialog, select the contract activity definitions that must be used to generate outsourced maintenance proposals and click OK.
10. On the action panel, select Active, to activate the outsourcing agreement.

Ending outsourcing agreements and re-outsourcing

There may be scenarios where you want to make changes to an active **Outsourcing agreement**, such as changing the end date to make the contractual maintenance work available for re-outsourcing.

 Ending an **Outsourcing agreement** is irreversible!


In this scenario, Outsourced maintenance proposals are already generated and **Outsourced assignments** (contract lines) and contract activity definitions are linked to the outsourcing agreement that you want to end.

Procedure


1. Go to Customer contracts > Service agreements > Outsourcing agreements and select the relevant outsourcing agreement.
2. Navigate to the Evaluation periods step to check how many evaluation periods exist and what their start and end dates are.
3. Navigate to Outsourced maintenance proposals and do the same check for the existing proposals.
4. Return to Service agreements > Outsourcing agreements and select the relevant the outsourcing agreement.
5. On the action panel, click Ended.

A warning is displayed that this action is irreversible.

6. Click OK to proceed.
7. Select an end date for the outsourcing agreement and click OK.

 You can only select an end date that has not yet passed and that falls within the original period of the outsourcing agreement.

8. Return to Outsourced maintenance proposals and note that all *future* proposals have been deleted.



- Proposals with a start date that is earlier and an end date that is later than the date you just selected, will also be deleted.
- Proposals with linked **terminated Outsourced assignment** contract lines are not deleted, since they are not 'operational' anyway.

- The end date you select cannot be earlier than any existing (active) linked **Outsourced assignment** contract lines. Either select a date after the end date of those active outsourced assignments, or terminate all outsourced assignments (affected by the date).

9. Navigate to Customer contracts to create a new outsourcing agreement for a different subcontractor.
10. Link the agreement to the pre-existing contract activity definitions, and set its status to Active.
11. Generate Outsourced maintenance proposals.

For more information, see [Generating outsourced maintenance proposals](#)

The new outsourcing agreement is now outsourced to another subcontractor.

Generating outsourced maintenance proposals

When all preparations for outsourcing are completed on the customer contract and maintenance plan (see [Outline of the subcontractor data configuration](#) and [Outsourced maintenance proposals](#)), you can generate proposals for outsourced maintenance and share these with the subcontractor.

You can either generate outsourced maintenance proposals for the customer contract as a whole, or per individual contract line.

1. Go to Customer contracts.
2. At Contracts, select the relevant customer contract ...
3. ... or, at Service contract lines, select a relevant contract line.
4. On the action panel, click Generate proposals.
5. In the dialog, select a reference date for the outsourcing process.

This reference date is used to find all applicable [evaluation periods](#) that are linked to the selected contract line.

Batch processing starts. You can monitor the process in the Batch processing TSI.

6. When the batch processing has finished, go to the Outsourced maintenance proposals TSI.
7. At Subcontractors, select the relevant subcontractor and drill down to Proposals.


The Batch status field will be set to Completed.

8. Go to the Activity definitions and Activity details selection levels to check the outsourced maintenance activity definitions and activities that were generated for this proposal.
9. At Activity definitions > Price lists maintenance proposals, check the prices that were generated for each individual activity definition.

10. Go back to Proposals.

On the proposal, prices are totalled in the Total cost field for all outsourced maintenance activity definitions with the same service. The calculation is based on the data from the linked Framework agreement price list and the number of actual maintenance activities scheduled in the outsourcing period.

When the generated proposals have been negotiated with the subcontractor, and updated as required, you can proceed with **generating outsourced assignments** ('contract lines') for the subcontractor's contract.

 Outsourced maintenance proposals can be deleted. However, if a contract line is linked, the proposal and its underlying items cannot be deleted. When an outsourced maintenance proposal is deleted, the following linked items are also deleted: 'outsourced proposal price lists', 'outsourced activity definitions' and 'outsourced maintenance activities'.

Adding a subcontractor contract

The legally binding agreements with subcontractors can be added in the **Subcontractor contracts** TSI.

Process


1. Go to Subcontractor contracts > Subcontractors and select the relevant subcontractor.
2. Go to Contracts and click Add service contract.
3. On the data panel, enter the required data on the subcontractor contract.

For information on these fields, refer to the webhelp Core TSIs > Contracts > Contract data fields.

4. Click Save.

Show where documents are attached

To easily identify (sub)contracts that have linked documents through communication

logs, you can use the **Show where documents are attached**  button located in the element list toolbar. If there are any documents attached, a paperclip icon will be displayed next to the contract description in the element list, providing a visual cue. To access the attachments, navigate to Contract details > Communication logs - contracts, where you can view them.

 The icon is only displayed if one of the following fields in **Communication logs - contracts** has a value:


- **Document**

- **Secure document**
- **PAL document**
- **Invoice document**

The **Show where documents are attached** feature is also available for **Contractual terms**. The paperclip icon is shown if a (secure) document is linked to contractual terms.


Generating outsourced assignments

After the outsourced maintenance proposals have been negotiated and updated, outsourced assignments (contract lines) can be generated for the subcontractor's contract in the **Subcontractors contracts** TSI.

 Some settings with regard to generating outsourced assignments can be made on the framework agreement. These settings will save you time and effort entering data, for example by enabling you to have data from previous outsourced assignments copied automatically to any subsequent ones. See [Framework agreement fields](#) and [Detection of outsourced assignments to copy data from](#).


Procedure

1. Go to Outsourced maintenance proposals and at Subcontractors, select the relevant subcontractor.
2. Go to Framework agreements and select the relevant framework agreement.
3. Go to Outsourced maintenance proposals and select the outsourced maintenance proposals from which outsourced assignments must be generated.
4. Click Generate outsourced assignments.

 When the outsourced assignments are generated there will be a check on the start date of the outsourced maintenance proposal. It should be the same or later than the start date of the linked customer contract line.

5. Go to the Subcontractor contracts TSI and select the relevant subcontractor and contract.
6. Go to Contract lines.

The generated contract lines of type Outsourced assignments are displayed. When you generate PPM orders in the Maintenance planner TSI (based on the maintenance activity definitions), additional checks are executed to find related outsourced assignments and subcontractors. The subcontractor and outsourced assignment are used as fixed criteria for order clustering and they are referred to on the PPM order.

 Make sure that the **Subcontractor** and **Outsourced assignment** reference fields are available on the layout of the PPM order.



For more information on generating PPM orders, see the *Planned maintenance user documentation > Generating clustered maintenance orders*.

Generating adjustable schedules and financial commitments

In a subcontractor contract, you can allow for flexible payment schedules to suit the requirements of the service provider and the subcontractor.

You can make settings to enable payment flexibility upon adding an **Outsourced assignment** contract line, in the following fields:

- Adjustable payment schedule?
- Regular payment frequency?

For more information on these fields, see [Outsourced assignment fields](#).



This feature is only available for an **Outsourced assignment** contract line type.

Procedure

1. Go to Subcontractor contracts and select the relevant subcontractor and contract.
2. Go to Contract lines and click Add Outsourced assignment contract lines.
3. On the data panel, enter the required data for the contract line.

For information on these fields, see [Contract line data fields](#). For fields specific to Outsourced assignment, see [Outsourced assignment fields](#).

4. Set Adjustable payment schedule? field to Yes.



Setting this field to **No** means that you cannot use the **Generate schedules and commitments** action that is required to create flexible payments.

5. Additionally, set Regular payment frequency? field to Yes or No as required. The implications of either selection are discussed below.
6. Click Save.

Now, click the Generate schedules and commitments action to create the schedules and commitments at the Financial commitments and Adjustable payment schedules steps on the Contract line details level.

Implications:

1. If **Regular payment frequency?** is set to **Yes**: both schedules and commitments are generated.
 - On the **Adjustable payment schedules** step, schedules are created based on **Amount per**, **Date effective** and **End date** fields on the contract line.

The total period is divided into 12 months per schedule. For example, if the start date is 1/1/2020 and the end date is 31/12/2022, 3 schedules are created.



The selection of **Year** in **Amount per** field and **month** in **Payment frequency** field is the only combination allowed.

- On the **Financial commitments** step, commitments are generated, but the **Amount** field is set to zero, enabling you to freely adjust the amounts. The amounts entered on all commitments related to a schedule must add up to the value in the **Amount** field on the schedule. You can only set the contract line to *Active* if the total amounts on all the schedules tally.
2. If the **Regular payment frequency?** is **No**: only schedules are generated.
- Here, the schedules are also created based on the **Amount per**, **Date effective** and **End date** fields on the contract line, but the **Payment frequency** field will be automatically populated with the same value as in the **Amount per** field.
 - On the **Financial commitments** step, you must *manually* create the financial commitments by adding the **Adjustable cash flows**. When adding the cash flows, you must enter the **Payment date**, **End date of commitment** and **Amount** fields to define your own flexible payments. The **Start date of commitment** will already be filled in for you. Make sure that when you fill the end date, the commitments are consecutive. There should not be any gaps between the commitments. Based on this, the commitments will be automatically linked to the schedule. So, the commitments created must always be between the **Start date** and **End date** of a schedule and also should add up to the **Amount** on the schedule. For example, if the start date is 1/1/2020 and the end date is 31/12/2022, the Amount is 2000 and **Amount per** is *year*, 3 schedules are created with the following start dates and end dates:

Schedule dates	Amount
1/1/2020 to 31/12/2020	2000
1/1/2021 to 31/12/2021	2000
1/1/2022 to 31/12/2022	2000

Per schedule, in this time frame, you can create any number of commitments provided they are consecutive and the total of the amounts match the amount on the schedule.



After generating schedules and commitments, if you change any value on the contract line that can affect the schedules, the schedules become **Not validated**. In that case, the contract line cannot be activated and you must **Generate schedules and commitments** once more.

Terminating outsourced assignments with adjustable payment schedules

In cases where subcontractors are unable to finish the work within their contractual obligations, you can terminate the **Outsourced assignment** contract line. After that, the work can be re-outsourced.

If the outsourced assignments that you want to end have flexible payment arrangements it is also possible to terminate them.

Use the following procedure to terminate an [outsourced assignment](#) with an [adjustable payment schedule](#) and calculate any remaining financial commitments:

Procedure

1. Go to Subcontractor contracts and select the relevant subcontractor and contract.
2. Go to Contract lines and select the outsourced assignment that you want to terminate.

The outsourced assignment has adjustable payment schedules activated.

3. On the action panel, select Terminated.
4. In the Question dialog, select Yes to set the end date as suggested, or select No to select a different end date.

A dialog is displayed, asking you to confirm that you will terminate the contract line on the selected date.

5. Click OK to proceed.
6. Next, navigate to Contract line details > Payment schedules and check which payment schedules have remained.
7. Select the Financial commitments selection step and check which financial commitments have remained.

Based on the termination date and the recalculations made by Planon, a financial commitment of the type ADJUSTABLE_RECONCILE is now added to the list, if applicable. Depending on the way the payment schedule was set up, this *reconciliation* commitment is the amount that:

- you still owe to the subcontractor;
- must be paid back by the subcontractor to you (the service provider organization), because you made payments in advance.




If you terminate an outsourced assignment with linked orders and maintenance activities you will receive a warning, so that you can decide how to proceed.

Field descriptions

The following section(s) describe(s) the fields, their purpose and meaning.


Evaluation period fields

Field	Description
Code	Enter a unique code for the evaluation period.
Name	Enter a unique name to identify the evaluation period.
Contract line	Select the customer contract line (type: SLA amount) to which the subcontractor must refer.
Start date	From the date picker, select the date on which the evaluation period starts.
	<div> When adding start and end dates for evaluation periods, be aware that evaluation periods:<ul style="list-style-type: none">• cannot be outside the period of the contract line;• cannot overlap.</div>
End date	From the date picker, select the date on which the evaluation period ends.
Comments	Enter comments on this evaluation period record.

Framework agreement fields

Field	Description
Code	Enter a unique code for the framework agreement.
Name	Enter a unique name to identify the framework agreement.

Field	Description
Subcontractor	Displays the selected subcontractor. From the dialog, you can select a different subcontractor.
Subcontractor contract	Select the subcontractor contract to which this framework agreement must refer.
Outsourced assignment subtype	Displays the name of the subtype. The outsourced assignment subtype is exclusive to subcontractor contracts.
Amount per	Select the period that applies to the payment frequency.
Payment frequency	Select the frequency for payment of the amount specified in Amount per .
Payment pattern start date	Select a date for the payment pattern start date. This field enables you to have control over the payment date for the recurring payments. To decide on the payment date, you have to choose between the Payment pattern start date or the Difference between payment date and closure date (in days) .
Difference between payment date and closure date (in days)	See Payment pattern start date .
Split method for assignments	Select the relevant method that should be applied when generating contract lines (type: Assignments) to the subcontractor's contract. The selected method defines how these contract lines are grouped geographically (based on the location of the linked properties). The selected method should match the subcontractor's preferences. See Split method for outsourcing
Adjustable payment schedule?	With this setting, you decide whether or not you allow flexible payments on subcontractor contracts that are linked to the framework agreement. The field is set to No by default. See Adjustable payment schedule .
Regular payment frequency?	If Adjustable payment schedule? is set to Yes , this setting becomes relevant. As regular payment intervals are the norm, Yes is selected by default in this field. The commitments are generated with the amounts set to zero . The amounts can then be adjusted freely.

Field	Description
	<p>You can allow the use of payments with irregular intervals, by setting this field to No. In that case, no commitments are generated. You must create them manually.</p> <div>  <p>If you select Yes, the number of valid combinations with the values in the Payment frequency and Amount per fields is very limited, because the payment frequency must be less than the 'amount per'. Example: the value selected for a payment frequency Month, with an amount per Year, must be divisible by 12.</p> </div>
Copy data from previous outsourced assignment?	With this field set to Yes (= default value), most field values in a generated outsourced assignment, <i>excluding the amount</i> , are copied from the previous outsourced assignment. This will save time filling in data. With this field set to No , there is no check against any previous outsourced assignments.
Copy amount from previous outsourced assignment?	With this field set to Yes (= default value), most field values in a generated outsourced assignment, <i>including the amount</i> , are copied from the previous outsourced assignment. This will save time filling in data. The default value is No .
Comments	Enter comments on the framework agreement record.

Framework agreement price list fields

Field	Description
Framework agreement	Select the framework agreement that must be linked to the price list.
Service agreement service	Select the service that must be linked to the price list.
Cost per activity	Enter the agreed average price per service (maintenance activity) within the selected framework agreement.

Outsourcing agreement fields

Field	Description
Code	Enter a unique code for the outsourcing agreement.
Name	Enter a unique name to identify the outsourcing agreement.
Contract line	Select the customer contract line to which the outsourcing agreement must apply.
Start date	From the date picker, select the date on which the outsourcing agreement starts.
End date	From the date picker, select the date on which the outsourcing agreement ends. An end date is not mandatory.
Linked contract activity definitions	Displays the contract activity definitions that were linked to the outsourcing agreement via the Link contract activity definitions action.
Subcontractor	Select the subcontractor that was agreed with the customer for this maintenance work.
Framework agreement	Select the framework agreement to which the outsourcing agreement must refer.
Comment	Enter comments on this outsourcing agreement record.

Outsourced maintenance proposal fields


Field	Description
Code [editable]	Displays the code of the generated outsourced maintenance proposal. The code must be unique.
Name [editable]	Enter / edit the name of the generated outsourced maintenance proposal.
Contract line [read-only]	Displays the customer contract line to which the outsourced maintenance proposal refers.

Field	Description
Outsourcing agreement [read-only]	Displays the outsourcing agreement on which the outsourced maintenance proposal is based.
Evaluation period [read-only]	Displays the customer's evaluation period that applies to the outsourced maintenance proposal.
Customer [read-only]	Displays the customer to which the outsourced maintenance proposal refers.
Start date [read-only]	Displays the date on which the outsourced maintenance proposal starts.
End date [read-only]	Displays the date on which the outsourced maintenance proposal ends.
Subcontractor [read-only]	Displays the subcontractor that was agreed with the customer for this maintenance work.
Framework agreement [read-only]	Displays the framework agreement to which the outsourced maintenance proposal refers.
Total costs [read-only]	Displays the generated total costs.
Batch process status [read-only]	Displays the status of the batch process when generating the proposals: In progress or Complete .

Outsourced assignment fields

The contract lines on a subcontractor contract belong to system type '**Outsourced assignments**'. This type of contract line shares most of its fields with other contract line types. However, there are several fields that are unique to this type:

Field	Description
Outsourced maintenance proposal	Reference to the outsourced maintenance proposal from which the contract line was generated.
Split group	Reference to the split group that was defined for the properties associated with this contract line.
Adjustable payment schedule?	With this setting, you decide whether you allow flexible payments on subcontractor contracts, or not. The field is set to No by default. See Adjustable payment schedule .

Field	Description
Regular payment frequency?	<p>If Adjustable payment schedule? is set to Yes, this setting becomes relevant. As regular payment intervals are the norm, Yes is selected by default in this field. The commitments are generated with the amounts set to zero. The amounts can later be adjusted freely.</p> <p>You can allow the use of payments with irregular intervals, by setting this field to No. In that case, no commitments are generated. You must create them manually.</p>
	<div>  <p>If you select Yes, the number of valid combinations with the values in the Payment frequency and Amount per fields is limited, because the payment frequency cannot be greater than or equal to the 'amount per'. Example: the value selected for a payment frequency Month, with an amount per Year, must be divisible by 12. The combination 12 months for a payment frequency per year is allowed.</p> </div>

Subcontractor fields

Field	Description
Code	Enter a unique code for the subcontractor.
Name	Enter a unique name to identify the subcontractor.
Organization	Select the organization to which the subcontractor belongs.
VAT number / Tax number	Enter the subcontractor's VAT / Tax number.
Status	Displays the configured status of the subcontractor.
Comments	Enter comments on the subcontractor record.

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