

**Contract Management Framework**

The aim of contract management (CM) activity is to ensure contracts are delivering best value and to foster long-term collaborative relationships with suppliers that strive for continuous improvement in service delivery and efficiencies.

The Contract Management framework sets out best practice activities and frequency that these should occur, and who should be involved, depending on the risk of the contract. The framework supports a proactive and consistent approach to contract management activities across the organisation.

All contracts to be risk assessed at the commencement of the procurement (or contract if there is no procurement).

| **CM Activity** | **Frequency of activity\*** | | |
| --- | --- | --- | --- |
| **Low Risk** | **Medium Risk** | **High Risk** |
| Operational Supplier Meetings (agenda and minutes) | Six-monthly  Attendees:   * WCC Contract Manager(s) * Supplier Contract Manager(s) | Quarterly  Attendees:   * WCC Contract Manager(s) * Supplier Contract Manager(s) | Monthly  Attendees:   * WCC Contract Manager(s) * WCC Service Lead(s) * Supplier Contract Manager(s) |
| Strategic Supplier Meetings  (agenda and minutes) | N/A | Annual  Attendees:   * WCC Contract Manager(s) * WCC Service Lead(s) * Supplier Contract Manager(s) | Annual  Attendees:   * WCC Contract Manager(s) * WCC Service Lead(s) * WCC Service Lead Corporate Support * Supplier Contract Manager(s) * Supplier Senior rep |
| Named Contract Manager | Yes | Yes | Yes |
| Risk Management | Risk Register not normally required. | Risk Register reviewed six monthly | Risk Register reviewed monthly |
| Performance Management | KPI’s considered at procurement stage | KPI’s embedded through procurement process including sustainability and social value | KPI’s embedded through procurement process including sustainability and social value and linked to payment mechanisms where appropriate |
| Supplier financial and business standing review\*\* through life of the contract | No | Only if a concern is raised by Contract Manager or Finance | Annually |
| Insurances | Reliance on contractual obligation for provider to maintain required insurances through the life of the contact | Reliance on contractual obligation for provider to maintain required insurances through the life of the contact | Annual review by Contract Manager to ensure that the contractual obligations are maintained through the life of the contact |
| Contingency and Business continuity plans | N/A | In place from start and reviewed annually | In place from start and reviewed annually |
| Exit Plan | Agreed with supplier at start of contract, with Contract Manager ensuring all relevant data and documentation is provided by supplier before end of contract | Produced at start of contract and finalised at least six months before contract end | Produced at start of contract and updated annually, with final version in place one year before end of contract |
| Soft Market Testing (for next contract if relevant) | N/A (can be initiated by CM, if client needs or market conditions changed significantly since original contract was procured) | To be carried out 6 – 12 months before contract end | To be carried out 12 months before contract end |

\* Frequency and attendees set out is a minimum unless otherwise agreed. Some contracts may demand more frequent monitoring or, where there is a short-term contract, meetings should be proportionate to the risk and length of contract. Contracts for business applications (i.e., IT systems) are the exception and the account meetings frequency will be as agreed by IMT, the Contract Manager and provider based on industry best practice.

\*\* WCC currently uses Dun and Bradstreet and these checks are undertaken by Finance

JCT and NEC Construction contracts will be managed in accordance with the terms of the specific requirements set out in each contract which are likely to be over and above the requirements of the CM Framework. However, consideration should be given to the CM Framework, gaps identified and any necessary measures put in place to ensure compliance as far as possible.

Guidance on the Contract Management Framework can be sought from the Procurement Team – [procurement@winchester.gov.uk](mailto:procurement@winchester.gov.uk).