

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)	<p>Six-monthly</p> <p>Attendees:</p> <ul style="list-style-type: none"> WCC Contract Manager(s) Supplier Contract Manager(s) 	<p>Quarterly</p> <p>Attendees:</p> <ul style="list-style-type: none"> WCC Contract Manager(s) Supplier Contract Manager(s) 	<p>Monthly</p> <p>Attendees:</p> <ul style="list-style-type: none"> WCC Contract Manager(s) WCC Service Lead(s) Supplier Contract Manager(s)
Strategic Supplier Meetings (agenda and minutes)	N/A	<p>Annual</p> <p>Attendees:</p> <ul style="list-style-type: none"> WCC Contract Manager(s) 	<p>Annual</p> <p>Attendees:</p> <ul style="list-style-type: none"> WCC Contract Manager(s)

CM Activity	Frequency of activity*		
	Low Risk	Medium Risk	High Risk
		<ul style="list-style-type: none"> WCC Service Lead(s) Supplier Contract Manager(s) 	<ul style="list-style-type: none"> 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 (NB: contracts procured after 24/02/2025: a Contract Performance Notice must be published on Find a Tender annually for contracts valued at £5m+, and/or as required to report breach of contract / poor performance.	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 a Contract Manager or Finance	Annually
Insurances	Contract Manager to ensure prior to contract inception that the required insurances are effected and annually the obligation remains with the supplier/contractor to maintain the	Contract Manager to ensure prior to contract inception that the required insurances are effected and annually the obligation remains with the supplier/contractor to maintain the required insurances.	Contract Manager to ensure prior to contract inception that the required insurances are effected and that this obligation is reviewed annually by the Contract Manager.

CM Activity	Frequency of activity*		
	Low Risk	Medium Risk	High Risk
	required insurances.		
Contingency and Business continuity plans	N/A	In place from start and reviewed annually	In place from start and reviewed annually
Exit Plan (NB Any contracts procured after 24/02/25 the Procurement Act (PA) 23 requires termination notices be published for above threshold contracts).	Agreed with supplier at the start of the contract, with the Contract Manager ensuring all relevant data and documentation is provided by the supplier before the end of the contract.	Produced at the start of the contract and finalised at least six months before the contract ends	Produced at the start of the contract and updated annually, with the final version in place one year before the end of the contract
Pre-Market Engagement (NB pre-market engagement is mandatory for above threshold PA23 tenders or; reasons for not undertaking must be published)	N/A (can be initiated by the Contract Manager, if client needs or market conditions changed significantly since original contract was procured)	To be carried out 6 – 12 months before the contract ends.	To be carried out 12 months before the contract ends.

* Frequency and attendees set out is a minimum unless otherwise agreed. Some contracts (such as TAC 1 and NEC) may demand specific monitoring but generally, meetings should be proportionate to the risk and length of contract.

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.

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.