

Contract Management Plan

Contract name:	
Contract reference number:	<i>From YORtender</i>
Timemaster reference:	
Contract start date:	
Mobilisation period:	
Contract end date:	
Other key dates:	
Value of contract:	
Classification of contract:	<i>Major, Medium, Minor and Category</i>

Service directorate and service directorate contact:	
PPPU/PU lead contact:	
Provider name:	
Provider address, phone number, email:	
Location of contractual documents:	<i>LINK to where contract documents are stored. Are these: LCC standard <input type="checkbox"/> LCC amended <input type="checkbox"/> Other (specify) <input type="checkbox"/></i>
Document date / version:	<i>Draft / Final (delete as appropriate)</i>

Purpose:

The contract management plan summarises key information about how the contract will be managed. It confirms systems and processes to ensure that the provider complies with the terms and conditions of the contract, that performance is effectively managed, that communications are managed, and that issues are appropriately escalated. This may include specific actions and obligations for the service directorate team.

The content of the contract management plan should be proportionate to the value, risk and complexity of the contract. All headings in **bold** should be addressed. The text below each heading is to provide prompts for issues that you may wish to address.

1. Contract Overview

Briefly outline:

- *what goods / works / services will be provided and what high level outputs will be delivered through the contract*
- *contract length*
- *any specific contract milestones*
- *contract parties including key sub-contractors and suppliers*
- *how the service will be delivered, for example, number of staff, supervisors etc. and organisational structure(s)*
- *responsibility for contract management, including where there are joint commissioning arrangements*

2. Objectives

List objectives and desired outcomes here. Consider:

- *value for money*
- *savings*
- *quality*
- *continuous improvement*
- *customer satisfaction*
- *council plan and city priorities*

3. Transitional arrangements and mobilisation

Briefly outline:

- *when and how the existing service will exit and any handover or interfaces*
- *any Transfer of Undertakings (Protection of Employment) (TUPE) arrangements and how they will be managed*
- *any staff training that needs to be undertaken prior to the commencement of the contract*
- *whether there are any outstanding licences to be obtained and if this is the responsibility of Leeds City Council (LCC) or the provider*
- *any arrangements for sharing information, access to records, access to ICT systems, Disclosure and Barring Service (DBS) checks etc.*
- *is any testing required prior to the commencement of the contract?*
- *is there anything that needs to be carried beyond the transition period, for example, refresher training*

For medium or major contracts, or where transition and mobilisation may be

complex or time consuming, you may prefer to develop a separate mobilisation plan in addition to the contract management plan.

4. Performance management

Briefly outline:

- *key milestones and key performance indicators (KPIs) or identify where in the contract they are*
- *other quality criteria or other standards and expectations set out in the council's specification, provider method statements, and contract terms and conditions - or provide appropriate links or cross-references*
- *how KPIs and any other relevant standards and requirements will be monitored and what information will be received from the provider. For instance, monthly reporting regarding payment, performance, customer satisfaction etc.*
- *how will service users, elected members and other stakeholders be involved in performance monitoring / reporting?*
- *whether benchmarking and market testing are to be undertaken with respect to the contract*
- *how performance will be monitored and managed with respect to issues such as data security, safeguarding, environmental protection, health and safety*
- *how poor performance and disputes will be managed*

5. Finance

Briefly outline:

- *how invoices will be scrutinised and validated*
- *how the invoice is calculated, for example price per unit x number of units, or flat rate monthly fee*
- *the process for approval of invoices*
- *how the total spend on the contract will be monitored*
- *how income relating to the contract will be monitored*
- *what the expenditure should be coded to*
- *how indexation is applied*
- *whether there are any price reviews included for in the contract*

6. Governance arrangements

Briefly outline:

- *the contract management team, decision making levels and escalation*
- *provide a Responsible, Accountable, Consulted, Informed, Supporting (RACIS) detailing the responsibilities of LCC, the provider, and others at appendix 1.*
- *are there any specialist areas where the contract management team will rely on the expertise of others in the council to support management of specific contract requirements eg information governance, safeguarding, health & safety...*
- *determine document management and contract administration arrangements*

7. Communication with provider

Briefly outline:

- *[monthly] review meetings, annual review meetings, and other communication mechanisms between the council and the provider*
- *escalation routes and procedures*
- *compliments and complaints procedures*
- *how information will be managed*

8. Communication with stakeholders

- *Identify stakeholders and summarise how stakeholders will be engaged, including elected members, consider any particular community or neighbourhood activities*
- *Briefly outline how stakeholder feedback will be captured. For example, satisfaction surveys, suggestion box, focus groups, compliments and complaints*
- *For contracts resulting from medium or major procurements consider also attaching a communications and engagement plan at appendix 2*

9. Risk management

Briefly outline:

- *very high risks related to the contract and how they are to be managed*
- *how you will ensure a regular review of the risks related to the contract*
- *for contracts resulting from medium or major procurements consider also attaching a risk register at appendix 3*
- *what contingency planning will the provider undertake, and what contingency planning are you putting in place?*

- *remember to consider 'positive risks' also known as 'opportunities'*

10. Benefits

Briefly outline

- *the benefits to be realised through contract delivery*
- *how benefits will be captured, managed and monitored*

11. Change

Briefly outline:

- *how changes to the contract will be managed between LCC and the provider and who at LCC will authorise change*
- *how continuous improvement and innovation will be explored and managed*

12. Lessons

Briefly outline:

- *how the provider will capture and feedback lessons*
- *how lessons will be captured by the contract manager and used to inform wider best practice*

13. Expiry arrangements

Briefly outline thoughts given to arrangements for when the contract expires. For example, inventories, equipment, TUPE, data, licences

14. Procurement background

Briefly outline:

- *the service directorate lead with respect to the procurement*
- *the PPPU/PU lead with respect to the procurement*
- *the procurement route used*

15. Other considerations

- *other than paying the invoice, are there any specific tasks that the service directorate team is responsible for undertaking, and how will*

these be monitored? For example, providing quarterly timetables, placing orders 24-hours in advance of use

- *briefly outline any issues (not covered above) relating to:*
- *consultation and engagement*
- *equality, diversity, cohesion and integration*
- *legal implications, statutory duties, and regulations*
- *data security and also data publishing - if the Contractor is a data processor or a data controller under the Data Protection Act 1998, the plan should cover i) how compliance generally with the Act will be monitored, ii) how, if the Contractor is a data processor on behalf of the Council, the organisational and technical measures implemented by the Contractor to comply with the Act will be monitored, iii) how any specific measures listed in the specification/contract will be monitored*
- *safeguarding – remember children and adults who may be at risk, remember all service areas where direct contact may be involved*
- *health and safety – staff, users, general public*
- *environmental performance*
- *social responsibility, for example, community benefits, environment, employment and skills etc.*
- *workforce planning and development*
- *tracking the on-going financial health of provider / sub-contractors through CreditSafe or other route*
- *other service specific matters – hard to reach groups, fraud prevention etc.*

16. Appendices

- *1 RACIS matrix*
- *2 Communications and engagement plan*
- *3 Risk register*

Operational contract manual (OCM) (delete where not applicable)

For contracts that have complex interfaces and processes you may want to prepare an operational contract manual which sets out these in detail. This document is most likely to be prepared by the provider, with inputs from yourself.

If an OCM is prepared, please include a link or details of the filepath here.

If an OCM is prepared, this contract management plan might be very light

touch and simply cross-refer to the OCM rather than repeating the information.

Key contacts (delete where not applicable)

<i>Service 1 internal</i>	
<i>Service 2 internal</i>	
<i>Legal</i>	
<i>Finance</i>	
<i>Technical</i>	
<i>Health and safety</i>	
<i>Safeguarding</i>	
<i>Data protection</i>	

Provider bank details

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