****NICE Clinical Knowledge Summaries Service****

****Contract Management Report – TEMPLATE****

**Reporting Period: <MONTH FROM> to <MONTH TO> <YEAR>**

**Report by:** <NAME>, <ROLE>, <DATE>

**Contract start and end dates:** <MONTH FROM> <YEAR> to <MONTH TO> <YEAR>

# Headlines

* <bullet points describing any key activities not covered in the report KPIs>
* <annual report contains overview of the entire year>

# Finance

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Contract month number** | **Invoice period** | **Expected for period (inc VAT)** | **Paid for period (inc VAT)** | **Variation between expected and invoiced or invoiced and paid** |
| **Year** | **Month** |
| 1 |  | April |  |  |  |
| 2 |  | May |  |  |  |
| 3 |  | June |  |  |  |
| 4 |  | July |  |  |  |
| 5 |  | August |  |  |  |
| 6 |  | September |  |  |  |
| 7 |  | October |  |  |  |
| 8 |  | November |  |  |  |
| 9 |  | December |  |  |  |
| 10 |  | January |  |  |  |
| 11 |  | February |  |  |  |
| 12 |  | March |  |  |  |
| 13 |  | April |  |  |  |
| 14 |  | May |  |  |  |
| 15 |  | June |  |  |  |
| 16 |  | July |  |  |  |
| 17 |  | August |  |  |  |
| 18 |  | September |  |  |  |
| 19 |  | October |  |  |  |
| 20 |  | November |  |  |  |
| 21 |  | December |  |  |  |
| 22 |  | January |  |  |  |
| 23 |  | February |  |  |  |
| 24 |  | March |  |  |  |

# Key Performance Indicators

| **KPI**  | **Deliverable** | **Apr <YEAR>** | **May <YEAR>** | **Jun <YEAR>** | **Jul <YEAR>** | **Aug <YEAR>** | **Sep <YEAR>** | **Oct <YEAR>** | **Nov <YEAR>** | **Dec <YEAR>** | **Jan <YEAR>** | **Feb <YEAR>** | **Mar <YEAR>** | **Annual target / threshold** | **Total quarter** | **Total year** | **RAG status** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **KPI1** | New Topic Development  |  |  |  |  |  |  |  |  |  |  |  |  | <NUM> topics per year |  |  |  G |
| **KPI2** | Topic Updates |  |  |  |  |  |  |  |  |  |  |  |  | <NUM> topics per year / 90% |  |  |  G |
| **KPI3** | Topic Update (Urgent) |  |  |  |  |  |  |  |  |  |  |  |  | 3 days to deliver urgent update |  |  |  G |
| **KPI4** | Quality of structured data delivered to NICE |  |  |  |  |  |  |  |  |  |  |  |  | 90% of all data delivered as agreed |  |  |  G |
| **KPI5** | Resolution of General Enquiries reported |  |  |  |  |  |  |  |  |  |  |  |  | 100% of enquiries resolved within 20 days |  |  |  G |
| **KPI6** | Attendance at quarterly and annual service meetings |  |  |  |  |  |  |  |  |  |  |  |  | 4 meetings attended per year |  |  | G |
| **KPI7** | Availability of the CKS structured data |  |  |  |  |  |  |  |  |  |  |  |  | 99.9% availability |  |  | G |

# Releases

## Delivered

| **Date** **<YEAR>** | **Type** | **Topic** | **Change to planned release** |
| --- | --- | --- | --- |
| **<MONTH>** | Topic updates |  |  |
| New topics |  |  |
| Other |  |  |
| **<MONTH>** | Topic updates |  |  |
| New topics |  |  |
| Other |  |  |
| **<MONTH>** | Topic updates |  |  |
| New topics |  |  |
| Other |  |  |

## Planned – next quarter

| **Date** **<YEAR>** | **Type** | **Topic** |
| --- | --- | --- |
| **<MONTH>** | Topic updates |  |
| New |  |
| **<MONTH>** | Topic updates |  |
| New |  |
| **<MONTH>** | Topic updates |  |
| New |  |

# Annual Release Dates

| **Month** | **Year** | **Data release**  | **Provisional go live on NICE site** |
| --- | --- | --- | --- |
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|  |  |  |  |

# CKS Site Usage

<GRAPH OF USAGE OVER TIME PROVIDED BY NICE>

<TABLE OF USAGE OVER TIME PROVIDED BY NICE >

# Risk Management

<table summarising risks and mitigations>

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Risk | Date Raised | Likelihood | Impact | Mitigation |
|  |  |  |  |  |
|  |  |  |  |  |

## Helpdesk enquiry risk summary

<CATEGORISATION OF ENQUIRIES THAT LEAD TO CHANGES TO CKS TOPIC CONTENT CATEGORISED BY CLINICAL RISK>

<presentation should include the CKS topic, a brief overview of the enquiry and any content rectification/alteration required and the level of clinical risk (RAG or another suitable categorisation) that the rectification/alteration represented>

<similar enquiries can be grouped together>

# Change/Issue Management

<table summarising live changes and issues and progress towards delivery or resolution>

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Change/Issue | Date Raised | Description | Progress to date | Expected delivery / resolution |
|  |  |  |  |  |
|  |  |  |  |  |

# Appendix 1: Key Performance Indicator details

| Key Performance Indicator | Indicator | Threshold | Method of Measurement | Consequence of Breach |
| --- | --- | --- | --- | --- |
| KPI1 New Topic Development | Number of agreed new topics developed and delivered  | 0 | A count of the number of agreed new topics researched, developed and delivered to NICE for release to the CKS site against schedule during the reporting period. | Service Credits Applicable Failure: 5% of the quarterly service charge for each agreed new Topic not delivered unless good reason exists for the lack of delivery (for example delay to the publication of key guidance upon which the topic is based), in which case failure may be treated as an exception.Persistent Failure: Contract terms relating to termination for performance apply. |
| KPI2 Topic Update | Percentage of topics reviewed and updated to schedule.  | 90% | The number of topics reviewed, updated where necessary and delivered to NICE for release to the CKS site during the reporting period expressed as a percentage of the total number of topics that were scheduled to be reviewed and updated during the reporting period. | Service Credits Applicable Level 1 Failure: > or = 85% and <90% monitor, remedy and report only.Level 2 Failure: > or = 75% and <85% service credits are 2% of service charge.Level 3 Failure: <75%, 3% of service charge and contract terms relating to termination for performance apply.Persistent Failure: Contract terms relating to termination for performance apply. |
| KPI3 Topic Update (Urgent) | Changes of high significance, for example patient safety issues requiring an urgent update, completed within threshold time period. | Content delivered to NICE within three (3) working days of being informed by NICE or another party of the need for an urgent update. | The elapsed time between being informed of the need for each urgent update and the time the update is delivered to NICE for release to the CKS site during the reporting period. | Service Credits Applicable Level 1 Failure: 1 urgent update fails to meet the threshold, monitor, remedy and report only.Level 2 Failure: 2 urgent updates fail to meet the threshold, 2% of service charge.Level 3 Failure: more than 2 urgent updates failing to meet the threshold: 3% of service charges and contract terms relating to termination for performance apply.Persistent Failure: Contract terms relating to termination for performance apply. |
| KPI4 Quality of structured data delivered to NICE | Percentage of structured data for updated or new topics delivered to NICE that are well formed, correctly structured and meet the schema definition. | 90% of all structured data for updated or new topics delivered using the agreed mechanism is well formed, correctly structured and meets the schema definition. | The number of times structured data for updated and new topics is delivered to NICE that is well formed, correctly structured and meets the schema definition during the reporting period expressed as a percentage of the total number of times structured data for updated and new topics is delivered to NICE during the reporting period. | Service Credits Applicable Level 1 Failure: > or = 80% and <90% Monitor, remedy and report only.Level 2 Failure: > or = 70% and <80% service credits are 2% of service charge.Level 3 Failure: <70%, 3% of service charge and contract terms relating to termination for performance apply.Persistent Failure: Contract terms relating to termination for performance apply. |
| KPI5 Resolution of General Enquiries reported | Percentage of enquiries reported to the Contractor by users or NICE resolved within threshold time period. | At least 70% of reported enquiries are resolved within twenty (20) working days; the remaining enquiries are to be resolved within forty (40) days. | The number of enquiries resolved within twenty working (20) days during the reporting period expressed as a percentage of the total number of enquiries during the reporting period. | Service Credits Applicable:Level 1 Failure: > or = 65% and <70% Monitor, remedy and report only.Level 2 Failure: > or = 55% and <65% service credits are 2% of service charges.Level 3 Failure: < 55%, 3% of service charge and contract terms relating to termination for performance apply.Persistent Failure: Contract terms relating to termination for performance apply. |
| KPI6 Attendance at quarterly and annual service meetings  | Attendance at quarterly and annual service meetings and the provision of required information within threshold time period.  | 0 | A count of the Contractor’s attendance at all quarterly and annual service review meetings at which required information was provided by the Contractor. | Persistent Failure: Contract terms relating to termination for performance apply. |
| KPI7 Availability of the CKS structured data from Contractors System [where relevant to the delivery mechanism] | Percentage of time the CKS structured data is available to NICE. | 99.9% | The total time the structured data is available to NICE via the agreed delivery mechanism during the reporting period expressed as a percentage of the total time of the reporting period. | Service Credits Applicable:Level 1 Failure: < 99.9% but = or > 99.5% 2% of service charge.Level 2 Failure: < 99.5% but = or > 99.0% 3% of service charge.Level 3 Failure: < 99.0% but = or > 98.0% 4% of service charge.Level 4 Failure: < 98%, 5% of service charges and contract terms relating to termination for performance.Persistent Failure: Contract terms relating to termination for performance apply. |

# Appendix 2: Enquiries report

<tables should include date of enquiry, CKS topic the enquiry related to, an overview of the enquiry and any action required>

**<MONTH>**

<TABLE OF ENQUIRY DETAILS>

**<MONTH>**

<TABLE OF ENQUIRY DETAILS>

**<MONTH>**

<TABLE OF ENQUIRY DETAILS>