**Contract Management Framework: Key Best Practice Activities**

**Last Update: 31/12/18**

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| **Task Activity** |
| 1. **Contract Implementation**   These are the transitional arrangements from the tendering/contract award phase to the contract management phase and involves planning, implementing and a handover to the responsible contract manager. A handover ensures knowledge transfer from the category team to the contract management team, who may not have been involved in the procurement due to separation of duties.  Once completed, upload the Contract Implementation Plan to the *Project Attachments (Visible to Buyers)* folder on Bravo.  Further information can be found by following the link to the [A – Z of Commercial Policy Guidance and Templates](https://intranet.dwp.gov.uk/page/%E2%80%93-z-commercial-policy-guidance-and-templates) |
| 1. **Complete the Contract Risk Segmentation Tool**   The Contract Risk Segmentation Tool is designed to provide high level criteria for assessing the risk levels for existing contracts and inform the level of contract management activity applied in accordance with the Contract Management Framework. The tool is mandatory for all contracts.  Once complete, upload the Contract Risk Segmentation tool to the *Project Attachments (Visible to Buyers)* folder on Bravo.  Further information can be found by following the link to the [A – Z of Commercial Policy Guidance and Templates](https://intranet.dwp.gov.uk/page/%E2%80%93-z-commercial-policy-guidance-and-templates) |
| 1. **Complete Contract Management Plan**   The purpose of this plan is to provide the key activity and information required to effectively oversee management of a contract and has been developed to support the DWP Contract Management Framework. It should be used by staff / stakeholders who are involved in the management of the contract in conjunction with the Bravo workflows and the original / live contract.  Completion of the plan is mandatory for risk ratings of Gold and Silver and optional for Bronze, although considered good practice. Although the Contract Risk Segmentation tool provides a guide for the level of contract management activity required it is ultimately the Contract Management Team’s responsibility to decide the appropriate level to apply.  All areas of the plan should be applicable to Gold and possibly Silver, though for Bronze a light touch plan is appropriate.  There two Contract Management Plan templates available:   * A full version - where performance management is conducted by teams outside of CD who do not have access to Bravo. * A shorter version where all stakeholders have access to Bravo   Once complete, upload the Contract Management Plan to the *Project Attachments (Visible to Buyers)* folder on Bravo. Update the plan as required.  Further information can be found by following the link to the [A – Z of Commercial Policy Guidance and Templates](https://intranet.dwp.gov.uk/page/%E2%80%93-z-commercial-policy-guidance-and-templates) |

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| 1. **Identify stakeholders and complete RACI**   Identify the stakeholders and their role in the management of the contract. The RACI (Responsible, Accountable, Consulted, Informed) for contract management activity is mandatory for contracts with a risk rating of Gold or Silver and is considered best practice for Bronze rated contracts. Complete the RACI template assigning roles, responsibilities and accountabilities.  Once completed upload the RACI to the *Project Attachments (Visible to Buyers)* folder on Bravo.  Further information can be found by following the link to the [A – Z of Commercial Policy Guidance and Templates](https://intranet.dwp.gov.uk/page/%E2%80%93-z-commercial-policy-guidance-and-templates) |
| 1. **Supplier and Contract Manager Responsibilities**   Ensure clear ownership and accountabilities for the roles of both the contract manager and the supplier.  Performance metrics, should be clearly defined, agreed and documented. Ensure the supplier and contract manager have a clear understanding of the arrangements for any extension of the contract and related issues.  Upload a copy of agreed responsibilities to the *Project Attachments (Visible to Buyers)* folder on Bravo.  Further information can be found by following the link to the [A – Z of Commercial Policy Guidance and Templates](https://intranet.dwp.gov.uk/page/%E2%80%93-z-commercial-policy-guidance-and-templates) |
| 1. **Mobilise Contract Management Team**   Allocate skilled / experienced resource proportionate to the level of contract risk. Ensure contract and performance management resource have the required skills, capability and clear objectives. Provide training and development where up skilling is required. Ensure knowledge and skills are captured and transferred to others in the DWP contract management community.  Further information can be found by following the link to the [A – Z of Commercial Policy Guidance and Templates](https://intranet.dwp.gov.uk/page/%E2%80%93-z-commercial-policy-guidance-and-templates) |
| 1. **Conflicts of Interest**   Establish whether members of the contract management team have links to the supplier. The template is available in the Probity section of the Procurement Forms menu on the departmental intranet, and via the link below.  Each individual should complete and return the form by email. Save the forms to a new folder on your desktop. When you have collated all the replies, zip the folder and upload to the Project Attachments (Visible to Buyers) folder on Bravo.  NOTE: if there are any conflicts of interest inform the Commercial Assurance Team.  Further information can be found by following the link to the [A – Z of Commercial Policy Guidance and Templates](https://intranet.dwp.gov.uk/page/%E2%80%93-z-commercial-policy-guidance-and-templates) |
| 1. **Delegated Authority**   Ensure the Contract Manager has the appropriate Delegated Procurement Authority to manage the contract effectively. Review this if there is an increase in the original contract value, such as Contract Change Note / Variation or Individual Order.  Further information can be found by following the link to the [A – Z of Commercial Policy Guidance and Templates](https://intranet.dwp.gov.uk/page/%E2%80%93-z-commercial-policy-guidance-and-templates) |
| 1. **Wider Community**   Ensure changes to the contract are quickly communicated to all stakeholders to maintain a clear understanding of the contract and the services / performance to be delivered.  Further information can be found by following the link to the [A – Z of Commercial Policy Guidance and Templates](https://intranet.dwp.gov.uk/page/%E2%80%93-z-commercial-policy-guidance-and-templates) |
| 1. **Storage and Records**   Ensure Registered Files used to store hard copy of contracts and variations are kept to up to date and are accessible.   Ensure electronic versions of the contract are kept up to date and uploaded to the Project Attachments (Visible to Buyers) folder on Bravo.  Further information can be found by following the link to the [A – Z of Commercial Policy Guidance and Templates](https://intranet.dwp.gov.uk/page/%E2%80%93-z-commercial-policy-guidance-and-templates) |
| 1. **Performance Measurement Activities**   Conduct the activities to measure performance as specified in the contract and outlined in the Contract Management Plan.  Use the Milestones and / or File Share functionality on Bravo guidance to record and monitor performance.  Further information can be found by following the link to the [A – Z of Commercial Policy Guidance and Templates](https://intranet.dwp.gov.uk/page/%E2%80%93-z-commercial-policy-guidance-and-templates) |