**INSTRUCTIONS FOR USING THIS TEMPLATE:**

**This template is provided as a guide only. The plan must be updated to reflect the specific contract. Further information on contract management is provided in the State Procurement Board Contract Management Guideline.**

**Instructions are highlighted in yellow. These should be deleted in the final plan.**

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| State Procurement Board |
| Contract Management Plan |
|  |

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| --- | --- |
| **Project Name/Description** |  |
| **Reference Number** |  |
| **Public Authority/Agency** |  |
| **Work Unit** |  |
| **Prepared by** |  |
| **Date** |  |

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| **SIGN OFF** |

Contract Manager Sign-off

I, as Contract Manager, will ensure that relevant legislation, policies and organisational requirements relating to contract management are adhered to.

Signature:........................................................

Name:..............................................................

Position:...........................................................

Address:...........................................................

Telephone:.......................................................

Email:...............................................................

Date:...............................................................

Plan Approval

Signature:.......................................................

Name:.............................................................

Position:..........................................................

Date:...............................................................

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| **BACKGROUND** |

The *[Insert name of agency]* has awarded a contract for *[Insert contract description]* to *[Insert name of supplier].*

Provide brief background on:

* *the branch/directorate*
* *the tendering and contracting process*
* *the selection of the successful supplier*

The following documents are either referenced or relate to this contract management plan:

* State Procurement Board Contract Management Guideline
* *[List agency contract management policies etc]*

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| **PURPOSE AND OBJECTIVES** |

This purpose of the contract management plan is to document the key activities and tasks required to manage this contract to ensure that the objectives of the contract are achieved.

The plan describes how the agency and the supplier will work together over the life of the contract to ensure timely delivery of goods and services meeting the requirements specified in the contract.

This plan will be used by the agency to review the performance of the contract and monitor the achievement of the contract outcomes.

The objectives of this contract are to:

* *[Identify objectives – refer acquisition plan and/or tender documentation]*
* *e.g. to ensure cost effective and efficient delivery of contracted goods/services;*
* *e.g. to ensure the continuous and timely supply of quality goods*
* *etc.*

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| **PROCUREMENT KEY DELIVERABLES** |

The key deliverables of this contract are:

* *[identify key deliverables – refer contract documentation]*
* *etc.*

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| **CONTRACT SUMMARY** |

|  |  |
| --- | --- |
| Contract Title |  |
| Contract Number |  |
| Contract Type | *One off purchase*  *Period contract*  *Panel contract*  *Other* |
| Contract Scope and Coverage | *[Outline the scope and the specifications of goods and/or services to be provided, including geographic coverage.]* |
| Supplier | *[Insert name of supplier]* |
| Contract Commencement Date |  |
| Contract End Date |  |
| Base Contract Term |  |
| Contract Extension Options | *[List any contract extension options provided for in the contract.]* |
| Total Contract Term |  |
| Base Value (GST inclusive) | $ |
| Options Value (GST inclusive) | $ |
| Total Value (GST inclusive) | $ |

The following bank guarantees and other securities apply to this contract:

* *specify securities*

The following statutory and regulatory requirements are relevant to this contract:

* *detail these requirements including work, health and safety, environmental, human resources etc*

The following warranties apply to this contract:

* *document warranty provisions of contract*
* *detail how warranty provisions are to be managed during the life of the contract*

Key contract conditions and clauses relevant to this contract include:

* *[Insert key details including intellectual property ownership etc.]*
* *[Insert details of any other requirements (eg industry participation policy) that parties are required to comply with]*

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| **ROLES, RESPONSIBILITIES AND GOVERNANCE** |

The contract manager is responsible for:

* ensuring the contract outcomes are achieved;
* managing and addressing contract risks;
* identifying and addressing opportunities for improving the contract;
* maintaining good relationships with the supplier
* scheduling regular contract management meetings;
* communicating with users, stakeholders and clients;
* ensuring that performance measures are met;
* providing performance reports to senior managers or the governance committee;
* addressing problems and conflicts that may arise; and
* assessing and (where required) seeking approval for any variations to the contract.

The contract manager should regularly refer to the contract management plan and ensure it is amended or updated as required to reflect any changes in circumstances during the operation of the contract.

# 

The supplier’s contract manager is

Name:

Position:

Address:

Telephone:

Email:

If an oversight committee is required please complete the following; if not relevant, delete.

A Contract Management Committee comprising the following members will provide oversight of the contract:

* *insert name of committee member*
* *insert name of committee member*
* *etc*

The role of this committee is to:

* *list committee responsibilities*
* *etc*

The following communication strategies and protocols will be used to communicate with the supplier, users and key stakeholders:

| Stakeholder/Users | Role/Reason for Interest | Key Methods |
| --- | --- | --- |
| *[Insert details, including end users, executive management, technical, others]* | *[Insert the reason for their interest in this contract]* | *[Insert methods to be used for liaising, reporting and communicating with them]* |
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The following documents relating to the contract will be stored and filed for reference and audit purposes:

* *[Insert the name of the document, the version number and where they are held, for example, transition plans, risk management plans. Include any relevant documents that have been referred to in this plan.]*

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| **CONTRACT MANAGEMENT MEETINGS** |

Contract management meetings will be held every three months (update as appropriate).

Attendees at these meetings are:

* contract manager
* supplier contract manager
* *insert name of other attendees*
* *etc*

A standard agenda (refer Attachment One) is to be used.

The contract manager shall organise the meeting and prepare minutes after each meeting.

The following meetings shall also be held:

| Name of Meeting | Details | Attendees |
| --- | --- | --- |
| *[List name of meeting.]* | *[List the purpose of the meeting, the standard agenda items, meeting protocols and other relevant matters for each meeting.]* | *[List the attendees from all required parties.]* |
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| **IMPLEMENTATION APPROACH** |

Contract implementation is a critical period that can entail specific risks and challenges.

The following implementation approach will be adopted:

* *development of an implementation plan;*
* *a contract start-up meeting with the supplier and key stakeholders will be held to discuss implementation;*
* *[Insert other details including, for example, establishment of governance committee, communication to users and stakeholders, briefings, timeframes, resources and strategies to address identified risks.]*

The following transition in tasks and responsibilities will be addressed for this contract:

* *[Where applicable, list details such as planning the handover.]*

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| **RISK MANAGEMENT AND INSURANCE** |

The contract manager is responsible for managing and identifying risks during the contract.

The contract manager must ensure systems are in place to monitor emerging risks so that appropriate actions can be taken.

The following key contractual risks have been identified and will be monitored, treated and mitigated:

* *[Insert details including risks that were identified earlier in the procurement process]*

The following insurance certificates are current and will be monitored to ensure future currency through the life of the contract:

|  |  |  |  |
| --- | --- | --- | --- |
| Type of Insurance | Description/Policy Number | Amount Insured | Expiry Date |
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| **PERFORMANCE MANAGEMENT** |

The key milestones relating to the performance of this contract are:

* *[List details]*

The following key performance indicators will be used to measure the performance of the contract:

* *[List performance indicators]*

The following reports will be provided by the supplier:

* *[List details - refer specification or statement of requirements in the contract]*

|  |  |  |
| --- | --- | --- |
| What is to be Reported | Provided To | Frequency |
| *[List details]* | *[List details]* | *[List details]* |
|  |  |  |
|  |  |  |

The following reports will be prepared by the contract manager:

|  |  |  |
| --- | --- | --- |
| What is to be Reported | Provided To | Frequency |
| *[List details]* | *[List details]* | *[List details]* |
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| **DISPUTE RESOLUTION AND TERMINATION** |

This contract has formal dispute resolution clauses (refer clause – update clause no) which can be initiated by the contract manager when the informal process does not resolve a dispute.

The following dispute resolution process will be used for managing disputes:

* *[List details including any escalation process. Reference the relevant contract clauses.]*

If the supplier breaches or repudiates the contract and fails to remedy the breach as required by the appropriate contractual clause (refer clause – update clause no), then the agency may initiate action to terminate the contract. Approval must be sought from appropriate senior management prior to actioning the termination process.

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| **PAYMENT TERMS AND ARRANGEMENTS** |

The following payment process/schedule will be used for this contract:

* *[List details]*

The following incentives, rebates or penalties apply to this contract:

* *[List details, including how these are to be calculated.]*

The following process will be adopted for verifying and approving invoices:

* *[List details]*

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| **CONTRACT VARIATIONS AND EXTENSIONS** |

The following contract variation method and procedures will be used to consider and approve contract variations:

* *[List details]*

This contract has *[List details where applicable]* extension options.

The following review will be undertaken to determine whether the contract should be extended:

* *[List details]*

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| **CONTRACT FINALISATION** |

The following contract finalisation tasks and transition out requirements will be implemented at the conclusion of the contract to close the contract:

* *complete all outstanding contract actions;*
* *finalisation of all deliveries required by the contract;*
* *completion and reconciliation of all payments and financial obligations;*
* *finalisation of all required reports;*
* *[List other details including, for example, the supplier may be required to handover government owned assets, materials, files.]*

A post contract review report will be undertaken at the conclusion of the contract period.

The report is to be forwarded to the agency procurement unit.

# **Attachment 1 Contract Management Meeting Agenda**

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| --- | --- |
| **Agenda Items** | |
|  | Introduction |
|  | Minutes from previous meetings   * outstanding issues |
|  | Contract performance   * status * key performance measures * contract deliverables |
|  | Contract administration   * insurances * reporting requirements * risk management |
|  | Issues/challenges   * customer issues/feedback |
|  | Improving the contract   * opportunities * future trends/options |
|  | Other business |
|  | Next meeting |