Crown Commercial Service

CONTRACT & SUPPLIER MANAGEMENT: OPERATING MODEL OVERVIEW

...Finalise Contract	Start Up & Transition	Contract Life	Pipeline Planning, Exit & Renewal

1) Business Need Identification, Baselining & Market Analysis (see sourcing process)

CONTRACT MANAGEMENT

8) CONTRACT SIGNATURE

Formal signature; publish award notice; TED & Contracts Finder (SOP 8.1)

Handing Off to CM
(Sourcing Process)

Tier prioritisation : Identify tier for supplier according to dept. SRM approach

SRM

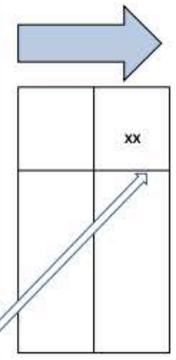
SUPPLIER JOURNEY

We've won the business!

TRANSITION

Implement CM activity/plans on both sides to ensure successful outcomes

Apply CM Assessment Model - Risk (& other factors e.g. Value) Approach.
Activate Governance inc. defined roles & responsibilities (e.g. SRO, CM)
Educate all those who will be involved in using the contract including SRO.
CM relationships - establish behaviours.
CM Plan - confirm & activate.
Kick Off Meetings
Ensure appropriate KPI measures in place



Differentiate

Establish or add supplier to Dept wide SRM system

Make link with the Crown Commercial Service if supplier is strategic supplier to Govt.
Add supplier to dept. forum
Validate Tiering (according to dept. approach)
Establish Supplier Relationship Plan if supplier is new to dept.

PERFORMANCE MANAGEMENT

Monitor and incentivise performance improvement to achieve the best outcomes

Measure KPIs, review & challenge KPIs on an ongoing basis
Track Performance
Run Change Management & Control
Benchmark VFM/KPIs
Outcome Review Meetings
Incentivise Performance
Run Demand Management & Compliance

Cross Dept Benchmarking
Cross Govt Benchmarking
Stakeholder/Business Engagement

CONTRACT ADMINISTRATION

Ensure the obligations in the contract are carried out effectively

Administer Change Control Procedure
Ensure Changes are Reflected in the Contract
Maintain and update contract baseline (Financials, Assets and Performance)
Monitor Service Levels/claim service credits
Regular Reporting & Governance Secretariat
Use of CM Software for MI
Self Monitoring Contracts
Maintain Contingency Plan
Manage Budget

Data Gathering, Validation & Reporting
Relationship Monitoring
Review Joint Plans

RELATIONSHIP MANAGEMENT

Build and improve relationships to drive up performance and optimise outcomes

Relationship Barometer
Joint Risk Management
Joint Improvement Plans
Joint Training & Development
Encourage Innovation
Problem Resolution, Escalation
Dispute Management & Resolution

SRM Governance Body
Joint Teambuilding
Stakeholder Engagement
Strategic Vision Review
360 Degree Feedback

EXIT AND RE-PROCUREMENT/CLOSEDOWN

Ensure an orderly close of activity and exit from relationship, enable full range of renewal options

Monitor Contract End Dates and ensure pipeline planning
Early Market Research
Plans for Retendering
Options Analysis
Business/Stakeholder Engagement
Establish and Review Notice Periods
Develop contract exit plan
Contract closedown ensure transfer of assets (physical & intellectual), TUPE, knwledge transfer, final payments, account reconciliation

FLOWS INTO NEW SOURCING PROCESS

MANAGED WITHDRAWAL

Orderly withdrawal where suppliers leave the SRM programme

Preserve relationships
Service stability
Close out reports
Lessons learned

Gearing up, deploying resource, engaging the client, establish relationships

Cement good relationships (senior levels), deliver world class performance, seek efficiency gains, optimise costs and savings, grow the business, maximise return on investment

Awareness of recompetition, qualification of potential opportunity, perform exit