



'Building the capacity of the Third Sector to engage in commissioning and tendering'

Contract Management

What is it?

Contract management is the method and process of monitoring the progress of a contract and ensuring it complies with contract terms and conditions.

Is it for my organisation?

It should be for your organisation if you want to deliver a successful service that meets the requirements of a contract. Additionally if your organisation wants to establish continual service improvement within a contract, contract management may help you win subsequent contracts.

What does it do?

Contract Management can help establish the effective management of all aspects of the contract, assist in improving agreed services and will aim to seek to identify continual improvement that could benefit all parties (for current and future contracts). It may also provide confidence to the purchaser that such support is in place.

What are the benefits?

It could help ensure that all operations are undertaken efficiently, effectively and economically as well as helping to maintain and improve the quality of services. Additionally, this could help ensure increased customer and client satisfaction and best value for money.

Failure to employ adequate and effective contract management could contribute to contract failure.

Who does it apply to?

It should apply to every contract, groups of contracts and for organisations who are determined to meet the terms and conditions of their contract and to provide a return on their investment.

How will it affect me?

It can provide a regular flow of information about a service and how it is, or is not performing and where any

risk factors or opportunities for improvement can be identified.

Why is it important?

Good contract management will help ensure the terms and conditions of the contract are met and that it is delivered to meet its objectives. It will also help ensure that the contractor is recognised as being effective and reliable in delivering current and future contracts.

The detailed information that may be gathered via this process could also assist in costing and pricing and ensuring that value for money is achieved and losses are minimised.

When?

It is important to consider all aspects of contract management prior to submitting your bid application and if appointing a contract manager then this should be done immediately after the contract is awarded.

What else can I do?

If you have a contract manager, or one working on another contract, use them to help with the bid and planning.

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