LOCAL PARTNERSHIPS

Government Commercial Function | Crown Commercial Service | Ministry of Housing, Communities & Local Government | Local Government Association

CONTRACT MANAGEMENT PIONEER PROGRAMME

Self-evaluation

PART OF CONTRACT MANAGEMENT SUITE OF TOOLS

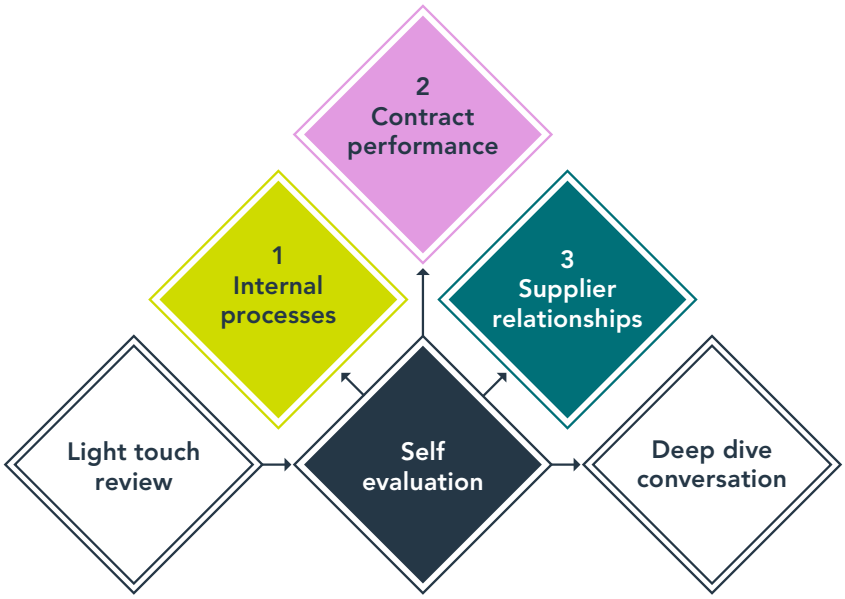


HOW TO USE THIS SELF-EVALUATION

These questions can be used to assess whether the requirements of contract management are being sufficiently met. The aim is to support contract managers with any emerging issues and look at ways of addressing them.

Evaluation can be used following a "Light touch review" and in preparation for a deep dive conversation or if an audit is due. The evaluation can be completed by an individual contract manager or by a group if several people are involved in the management of a contract. It's also useful to undertake this exercise when a contract is being handed over to a new manager.

The questions are broken down into three areas: internal processes, contract performance and supplier relationships. As a general rule – higher value and higher risk contracts will require more in-depth evaluation.



CORE INFORMATION

Who is completing the self-evaluation?	Job title

Date evaluation completed
Title of contract
Brief description
Directorate
Service area
Supplier name
Contract manager
Contract manager's email
Senior Responsible Owner (different from the contract manager)
Link/reference number to the contracts register
Contract category (ref tiering)
Total contract value £
Annual spend £

Summary of agreed actions

Section	Summary points and actions	Rating totals
1: Internal processes		☐ ☐ ☐
2: Contract performance		☐ ☐ ☐
3: Supplier relationships		☐ ☐ ☐

Ratings

Red	Amber	Green
There are a considerable number of concerns in this area which need addressing as a matter of urgency.	There are some concerns in this area, but they can be worked through based on achieving agreed actions.	There is good practice in this area which needs to be maintained; and shared with others.

SECTION 1: INTERNAL PROCESSES

1	Is the governance structure for this particular contract clearly setting out the oversight involved and how often this takes place?		
☐ Yes	☐ No	☐ To a degree	☐ Don't know
Comment			☐ ☐ ☐ ☐ ☐ ☐

2	Is all contract documentation completed for audit trail purposes? This includes electronic storage of the signed contract, along with any changes/variations agreed with documented governance. The contract is accessible by appropriate colleagues so that key information/documents are not "lost" following staff turnover.

☐ Yes	☐ No	☐ To a degree	☐ Don't know

Comment

3	Is there a list of required data for each contract (i.e. supplier returns and council inputs)? Has all the required data (from either party) been submitted in line with the contract requirements and the central contracts register updated (including any contract changes agreed)?

☐ Yes	☐ No	☐ To a degree	☐ Don't know

Comment

4	Has the contract manager created a contract management plan including a completed (and updated) RACI for the contract which clearly shows who is responsible and/or accountable for all key activities?

☐ Yes	☐ No	☐ To a degree	☐ Don't know

Comment

5 Is business continuity in place covering the partial and full failure of a business delivering contracts for the council? When linked to a critical service is this reflected in a separate business continuity plan agreed by the council?			
☐ Yes	☐ No	☐ To a degree	☐ Don't know
Comment			
6 Does the contract manager/contract team regularly review and update the contract risk register?			
☐ Yes	☐ No	☐ To a degree	☐ Don't know
Comment			
7 Is the contract being managed within the scheme of delegation as outlined in the council's constitution? Are finance, legal, procurement/commercial and project management colleagues included in the process as required?			
☐ Yes	☐ No	☐ To a degree	☐ Don't know
Comment			

8	Does the contract manager or senior relationship manager meet regularly with the supplier?

☐ Yes	☐ No	☐ To a degree	☐ Don't know

Comment

9	Does the contract manager consider there is sufficient resource to manage the contract on a day-to-day basis? Further, is there resource to ensure that exit or any required transition (e.g. re-procurement) can be carried out effectively?

☐ Yes	☐ No	☐ To a degree	☐ Don't know

Comment

10	Internal/supplier succession planning – are there plans for when contract managers leave before contracts have been delivered and closed? (NB: More critical for service and works contracts)

☐ Yes	☐ No	☐ To a degree	☐ Don't know

Comment

SECTION 2: CONTRACT PERFORMANCE

11 Are the contract obligations clearly understood by the contract manager, including the required deliverables? Also, is there a clear understanding by all parties to the contract as to what is "acceptable quality" (or equivalent terminology)?

☐ Yes ☐ No ☐ To a degree ☐ Don't know

Comment

12 Is the contract delivering all the outputs and requirements set out in that contract, including social value?

☐ Yes ☐ No ☐ To a degree ☐ Don't know

Comment

13 Are supplier charges in line with the contract? Are the charges worse (or better) than expected? Are contract variations agreed if there are material changes affecting delivery of the contract?

☐ Yes ☐ No ☐ To a degree ☐ Don't know

Comment

14	Is there a plan in place to improve performance and/or seek cost savings from the contract?		
☐ Yes	☐ No	☐ To a degree	☐ Don't know
Comment			

SECTION 3: SUPPLIER RELATIONSHIPS

15	Has the council worked with the supplier in accordance with the requirements in the contract? Is the relationship creating the benefits required from the contract, with the supplier taking a flexible and innovative approach?		
☐ Yes	☐ No	☐ To a degree	☐ Don't know
Comment			

16	Is the supplier willing to discuss risks and processes – has the supplier been demonstrably open with the contract manager about delivery processes, performance and risks within the supply chain?		
☐ Yes	☐ No	☐ To a degree	☐ Don't know
Comment			

17	Does the supplier try to dominate and take control? This could include stacking the meetings with supplier attendees, overburdening the council with information that is not relevant, or by submitting unreasonable change requests.		
☐ Yes	☐ No	☐ To a degree	☐ Don't know
Comment			

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