Contract Management Review – Commissioner / Contract Manager

Commissioner / Contract Manager:	
Directorate:	
Provider Name:	
Contract Name:	
Contract Value (per annum):	
Contract Term:	
Contract Expiry Date:	
Purpose of Contract:	

Contract Development:

Was this a newly commissioned or recommissioned service?	
How was the need for the service determined / identified?	
What engagement was done at the time of development with: • Residents / service users? • Stakeholders? • Providers / the market?	

How was the contract and specification drawn up?	
What outcomes are required?	
Has consideration of Social Value been included in the contract?	
How did you decide on the performance monitoring measures / information?	
Does the contract encourage innovation and/or flexibility in service delivery? Please say why	

Contract Management:

Do you undertake contract management meetings? • If YES, how often and what form do these take? • If NO, how do you manage the contract?	
Do you use Customer or stakeholder feedback to inform contract management? If so, how?	

How does data collected through performance monitoring influence contract management?	
Have the performance indicators / measures or contract requirements changed since the contract began? If so, how?	
Has the contract value changed? If so why?	
Is there a regulatory body (or similar) for the service(s) you are commissioning? If so how does your contract management link to it?	
Has this contract been 'rolled over' at any point? If yes, why?	
What mechanisms are in place to alert you to the need to recommission or re-let the contract?	
Is there any good practice about the way that this contract is managed you would like to share?	
What, if anything, would you change about the way that you manage this contract?	

Have you had training specifically in managing and monitoring contracts?	

Provider / Supplier Management:

To your knowledge does the council have other contracts with this provider?	
If so, do you share information with the other contract owners / commissioners? How does this work?	
Did you work with the provider after letting the contract to refine work on KPIs, etc? If so, how?	
Describe the relationship with the provider	

Any other comments: