

ONGOING CONTRACT MANAGEMENT

The University's Contract Manager should be involved in the following activities throughout the contract term.

1. Supplier and Contract Performance management

It is important to manage supplier performance ensure that the contract post-award delivers its specified objectives in line with the University's overall business plan. The Contract and/or the Service Level Agreement should be the blueprint for managing supplier performance..

2. Contract Kick-Off Meeting

Where possible, immediately following the contract award/execution and prior to contract commencement, a meeting should be convened with the appointed supplier to re-iterate the overall requirements of the contract to ensure that the supplier fully understands what is required and expected from them e.g. adherence to the relevant Standard Terms and Conditions of Contract, attendance at regular performance review meetings, the need to regularly submit performance-related management information, assessments against agreed key performance indicators ('KPI') etc.

3. Contract Performance Review meetings

Once the contract has started, the Contract Manager should arrange regular contract performance review meetings with the supplier's Account Manager throughout the duration of the contract.

It is recommended that the performance review meetings should:

- Be conducted at least on a quarterly basis or other regular period, as appropriate and agreed by both parties.
- Ideally, be face-to-face, attended in person by both parties at either the University or supplier's premises. Alternatively, meetings can be held online or over the phone.
- Where possible, be attended by the same supplier representatives throughout the duration of the contract.
- Discuss pre-arranged agenda items, many of which should be long-standing items, e.g. updates since the last meeting, performance indicators, customer feedback, areas of concern etc.
- Notes and agreed actions should be taken individually by both parties and retained.

Each party shall ensure that any actions required from them or their colleagues are completed in a timely manner and by any deadline that may have been agreed by both parties.

Where the supplier is required to complete any actions, the Contract Manager should continue to monitor the overall progress made by the supplier in completing those actions and where necessary, remind the supplier of any forthcoming deadlines and their strategic or operational importance.

The Contract Manager should follow the supplier up to ensure that detailed management information is received at the agreed intervals and in a timely manner.

4. Key Performance Indicators

KPI can be used towards assessing, measuring and improving the supplier's performance and the overall supply market. They can be used to identify areas where the supplier's performance is sub-optimal and for putting plans in place for improved performance. They can be used to communicate the priorities of the contract and how the relationship with the supplier will be managed.

5. Communication

The Contract Manager will need to ensure that the supplier is communicated with effectively so that business objectives are delivered and to provide an avenue for constructive, reciprocal feedback.