

# Contract management

From report 1: 2016 – Health Department’s Procurement and Management of its Centralised Computing Services Contract

Characteristic	What it entails
<b>Planning</b>	<ul style="list-style-type: none"> <li>• effective governance arrangements are planned</li> <li>• roles and responsibilities are clearly defined</li> <li>• the contract manager understands the contract terms and conditions</li> <li>• risks to the delivery and ongoing management of the contract are identified</li> <li>• development of a contract management plan</li> <li>• early engagement with stakeholders</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• collation of key decisions and documents</li> <li>• monitoring timeliness and quality of deliverables</li> <li>• compiling activity or performance reports</li> <li>• assessment of invoices to contract terms and conditions</li> </ul>
<b>Assessment and Evaluation</b>	<ul style="list-style-type: none"> <li>• planning for and assessment of contractor performance</li> <li>• tracking of performance against budget</li> <li>• assessment of contractor self-reporting information</li> <li>• variations are assessed on how they contribute to the initial contract</li> <li>• assessment of benefits against the contract objectives</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>• regular and consistent reporting to all stakeholders</li> <li>• timely identification and appropriate escalation of issues</li> <li>• ad hoc reporting to resolve identified issues</li> <li>• recommendations on suggested variations</li> </ul>
<b>Active Management</b>	<ul style="list-style-type: none"> <li>• active engagement and ongoing management of issues</li> <li>• management of contract disputes, variations, reviews for extensions</li> <li>• the transition in and out of the contract</li> <li>• manage and address underperformance</li> </ul>