

Contract Handover Document

What is the Contract Handover Document and what is its purpose?

In line with the Procurement Governance approach, strategic drivers include embedding best practice of Procurement Procedures across the Council, and a step towards this is completing the Contract Handover Document with the relevant stakeholders.

The purpose of this document is to provide a comprehensive handover of information from the Contract Facilitator to the Contract Manager at the commencement of the contract. The document should also be used at the start of the contract renewal process if the goods/ service required are past the end point of the existing contract.

Who participates in the preparation process?

The Contract Facilitator (Corporate Procurement Representative) and the Contract Manager/s (relevant Services representative). Allocation of specific roles and responsibilities will be determined within each tender and contract by completing the handover document. All Contract Managers should familiarise themselves with Financial Regulations, The Scheme of Delegation and Contract Standing Orders and Guidance Notes in relation to Procurement, all available on the HUB.

When is the document prepared?

Following the award of any contract, Service department officers will be responsible for management of the contract including any changes and variations which may be necessary. Every time a tender process is completed the Contract Facilitator will transfer management of the project/works to the Contract Manager

When is the document used?

The document is used as evidence that a handover took place and to determine key dates, responsibilities, KPI's, etc. It will be referred to throughout the duration of the contract as a reference for contract management and contract risk management.

Process of preparing the document

1. Complete the relevant information.
2. Complete the place and date of handover.
3. All relevant parties shall confirm the handover by signing the document.
4. Make a copy for all parties that they should maintain/reference.

CONTRACT NUMBER	EDC/2018/	CONTRACT NAME	
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Checklist

Item	Yes	No	N/A
The Contract Handover Document has been signed			
The Contract Document is attached to this form			
The letter of Contract Award is attached to this form			
An introductory meeting with the Contract Manager and successful supplier has been scheduled			
Date: Location:			

CONTRACT NUMBER	EDC/2018/	CONTRACT NAME	
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1.1 Contract Summary Information

<u>Summary Information</u>		
Contract Reference Number:		
Contract Title:		
Contract Start Date:		
Contract Duration (in months):		
Total Contract Value:		
Tender process used:		
Type Of Contract and methodology for use (ie Framework-Ranked, direct buy, value processes, etc)		
Insurance / regulatory / Legislative checks required	Cover required, regulatory requirement <i>(please tick)</i>	Renewal required <i>(please tick and enter renewal date)</i>
Public Indemnity	£5,000,000	Renewal is checked annually by ?
Public liability	£5,000,000	Renewal is checked annually by ?
Employers liability	£10,000,000	Renewal is checked annually by ?
PVG: (Protecting Vulnerable Groups)	N/A	
Health & Safety/Quality certification <i>(i.e. ISO 9001, CHAS etc)</i>	N/A	
Others <i>(list below)</i>		
Contract Pricing <i>(eg fixed price, schedule of rate etc)</i>		
GDPR Considerations		
Applicable discounts/ rebate & frequency		
Payment terms	28 Days	
Early settlement discount <i>(if applicable)</i>		
Agreed Invoice Pattern	In Arrears	

CONTRACT NUMBER	EDC/2018/	CONTRACT NAME	
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Level of Contract & Supplier Management required e.g. High/ Med/Low (to be agreed by contract Facilitator and contract manager) See Appendix 1	National contract	
	Collaborative contract	
	Local contract	High
Lead Authority (if collaborative contract)		
Financial stability of suppliers (e.g. as per Equifax or D&B)		
Contract listed on contract register Yes		

1.2 Key contacts associated with the contract

Contracting Organisation			
Contact Name	Job Title	Tel:	Email
End Users / Stakeholders			
Contact Name	Job Title	Tel:	Email

Supplier 1. - Details			
Supplier Name:		Supplier Address:	
		Delivery Address	
Contact Name	Job Title	Tel:	Email
Supplier 2. - Details			
Supplier Name: N/A		Supplier Address: N/A	
Contact Name	Job Title	Tel:	Email
N/A	N/A	N/A	N/A

CONTRACT NUMBER	EDC/2018/	CONTRACT NAME	
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1.3 Contract Deliverables / Required Outcomes

Expected Deliverables / Outcomes. e.g. what, when by, value, other specific requirements

Benefits realisation incorporated into contract e.g. Community benefits, sustainability
Savings Identified
1.
2.
3.

Management information requirements (Detail requirements for data, format, frequency etc)

1.4 Contract Implementation

Post contract award activity which outlines the process and activities associated with implementing a new contract including both migration and mobilisation.

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CONTRACT NUMBER	EDC/2018/	CONTRACT NAME	
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1.5 Performance & Contract Management Process

Details of how performance will be monitored and managing performance e.g. data to be provided by supplier, data/input to be provided by end-user customers, frequency of review meetings & agenda for meetings. (see Appendix 2 for meeting template)

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1.6 Escalations

Where Contract Managers experience difficulties with the deliverables of the contract, ie a Supplier/Contractor is consistently not meeting required levels of Service/deliveries/project milestones/etc, the Corporate Procurement Team (Contract Facilitator) MUST be contacted to escalate actions required. This will include meeting with the Contract Manager and/or Supplier/Contractor to assess management status, offer support, progress formalised contractual escalations, etc

List Key escalation points

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1.7 Key Performance indicators/ SLA targets

The following KPI's will be monitored as a minimum throughout the contract lifecycle.

1.
2.
3.

CONTRACT NUMBER	EDC/2018/	CONTRACT NAME	
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1.8 Key Activity Dates

Key activities which are required throughout the duration of the contract

Activity	Date
1.	
2.	
3	

1.9 Roles and responsibilities

Please tick relevant box

Activity	Contract Facilitator	Contract Manager	Supplier	Other	Frequency

1.10 Exit Plan

What actions are required by both parties when a contract comes to an end or is terminated e.g. return of equipment, data or confidential information, Tupe, work in progress, licenses, ongoing access to systems etc – Cross reference with T&C's

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1.11 Issues or risks at contract handover

What risks are anticipated through life of contract and who deals with issues if the two principal parties can't agree.

RISKS				Organisation		Supplier	
Date	Risk description	Responsibility	Mitigating Actions	Contact Name	Position	Contact Name	Position

CONTRACT NUMBER	EDC/2018/	CONTRACT NAME	
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1.12 Contract Handover Details

	Name	Position
Contract Handover performed by Print: Sign:		
Contract Handover received by Print: Sign:		
Contract Handover date and place of handover	Date:	Location:

From this point forward the Contract Manager will manage the majority of the contract, meeting with the Supplier/Contractor, recording minutes of meetings, calls, emails to support any required actions. The Contract Manager should meet with the Contract Facilitator on a regular basis to assess any contract specific issues. The Contract Facilitator should attend supplier review meetings unless they are purely technical based, however minutes of all meetings must be made available to them in case of escalation requirements within the Contract Management process.

1.13 Contract Renewal – (To be completed toward end of contract)

Contract Manager to provide information to the Contract Facilitator to aid the renewal process and maximise the benefits from a new contract.

<u>Contract renewal activities</u>	
Renewal Start Date	
Actual contract spend	
What worked well	
What could be improved	
Changes to contract during lifecycle	
Requested changes to specification to add to new tender	

CONTRACT NUMBER	EDC/2018/	CONTRACT NAME	
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1.14 Lessons Learned log from Contract Facilitator

1.	
2.	
3.	
4.	

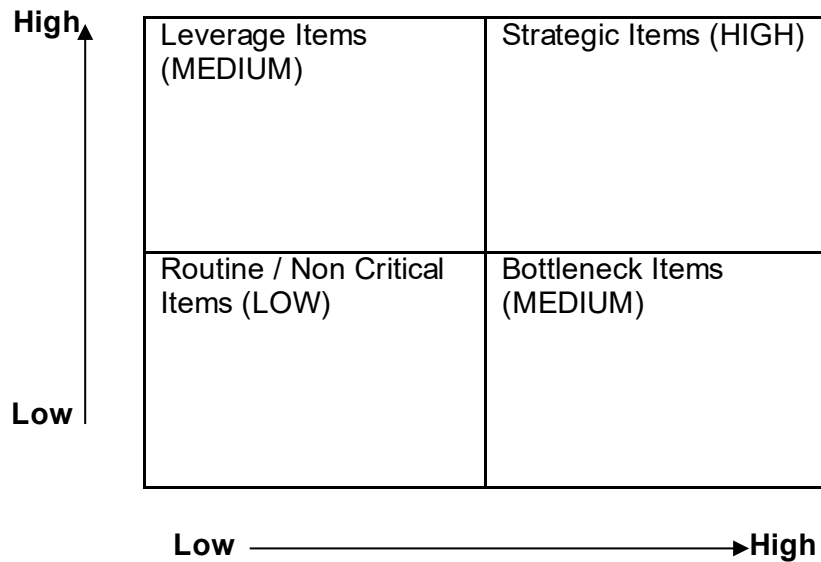
CONTRACT NUMBER	EDC/2018/	CONTRACT NAME	
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Appendix 1

Level of Contract and Supplier Management required.

Utilising the Contract and Supplier Management Assessment tool, agreement should be reached between the Contract Facilitator and the Contract Manager as to what level of management should be applicable to the contract and suppliers. i.e. **HIGH/MEDIUM/LOW**.

Kraljic Matrix



CONTRACT NUMBER	EDC/2018/	CONTRACT NAME	
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Appendix 2

Contract and Supplier Management meeting

template - view on Procurements documents web page.