

CONTRACT MANAGEMENT FRAMEWORK

Contract Performance Review Form

The Contract Performance Review is designed for ongoing contract performance review.

1.0 Report & Resource Information

Review date:	
Review period:	
Date of last review:	
Name of officer submitting this review:	
Contact details: (Section or unit name) (Address) (Address) (Postcode) Phone: Fax: Mobile: E Mail:	
Department\Organisation:	
Business unit:	

2.0 Contract Information

Contract title:	
Type of contract:	Service Supply Works Consultancy
List the departments affected by this contract:	
Contract value:	
Spend to date :	Annual:
Length of contract:	
Contract start & termination dates:	
Contractor company name:	
Supplier's Contract Manager	

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name: Contact details: (Address) (Address) (Postcode) Phone: Fax: Mobile: E Mail:	
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3. Contract Outputs & Performance Indicators

Describe the main outputs of this contract:	
Describe the Key Performance Indicators for this contract.	
How many Warwick District Council and supplier staff members are allocated to this contract?	
Have any defaults been issued against this contract since implementation?	Yes No
If yes, provide details and reasons why in the space below:	
Have any legal or statutory requirements been enacted since implementation?	Yes No
If yes, provide details in the space below	
Using the list of contract risks compiled in the Procurement Business Case and/or the Procurement Initiation Document, were any of these risks realised since implementation?	Yes No
Compared to your original estimated contract value, were any cashable or non-cashable savings realised since implementation	Yes No
If yes, provide details in the space below	
Referring to the information compiled in the Procurement Business Case and/or the Procurement Initiation Document, have any Responsible Procurement issues been raised since implementation?	Yes No
If yes, provide details in the space below	

4.0 Performance Score

Areas of Review	0 Very Poor	1 Poor	2 Adequate	3 Good	4 Very Good	5 Excellent
Achievement of contract Key Performance Indicators						
Quality & consistency of work						

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Value for Money, delivery to budget & budget control						
Professionalism of management & cooperation from staff						
Communication & ability to provide information						
Customer care						
Ability to deal with complaints and their resolution						
Health & safety, security and community safety arrangements						
Equalities (including performance on equality targets)						
Environmental, sustainability & community benefit issues						

Totals (add scores in each column)						
Grand Total						

Performance Scoring Matrix

Use the matrix below in aid of the performance scoring:

0	Very Poor: The Supplier has shown evidence of poor skill and experience in delivering the contract's Key Performance Indicators. The Supplier has made no effort to resolve complaints or contractual issues that have arisen and has shown poor communication skills with the Warwick District Council staff. There is a high risk that the contract will fail completely if an urgent Improvement Plan is not put in place.
1	Poor: Less than acceptable. The Supplier has shown a lack of convincing evidence of skill and experience in delivering the contract's Key Performance Indicators. They have shown a lack of real understanding of the contract's requirements or evidence of ability to deliver; medium risk that relevant skills or requirement are not be available in their delivering the service or supply they have been contracted for.
2	Adequate: The Supplier is meeting the minimum requirements in delivering upon the Key Performance Indicators established for the contract.
3	Good: An acceptable level of service delivery. The Supplier is delivering upon the Key Performance Indicators established for the contract. Good communication exists between the Supplier and the Warwick District Council contract manager and staff members
4	Very Good: Above acceptable. The Supplier demonstrates real understanding of Warwick District Council's requirements and shows evidence of their ability to not only deliver the contract's Key Performance Indicators, they show real motivation to improve upon these. Good communication exists between the Supplier and the Warwick District Council's contract manager and staff members.
5	Excellent: The Supplier's performance has provided real confidence in their delivery of the service or supply. The Supplier's positive attitude, innovative approach, motivation and excellent communication skills have added real value to Warwick District Council. They have shown a deep understanding

	of the service or supply they are contracted to deliver and have both delivered and improved upon the Key Performance Indicators established for the contract.
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Use Section 5.0 to provide evidence, reasons and justifications for the scoring above.

5.0 Performance Score Comments

Use the space below to provide evidence, reasons and justifications for your scoring in Section 4.0. If necessary, attach supporting documents to this report, including quality reports and details of complaints or compliments received during the reporting period:

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6.0 General Comments & Recommendations

In the section below, provide yours and the Supplier’s positive and negative comments regarding the performance of the contract:

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7.0 Contract Performance Improvement Plan

In the space below, provide details of how the contract performance will be improved. Use the table following to schedule the required actions and how they are relevant to the contract’s performance indicators:

Action required	Time Frame	Resources & Costs	Officer responsible	Relevant performance Indicator

* Add additional rows to the table above, as required.

9.0 Looking Forward

This section provides the contract managers to look forward and consider contract issues that may arise regarding resources, risk, savings and Responsible Procurement:

A	Using the list of contract risks compiled in the Procurement Business Case and/or the Procurement Initiation Document (PID), are there any future risks that may have an impact on the contract?
Yes	No
If yes, provide details in the space below:	

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B	Compared to your original estimated contract value, will any future cashable or non-cashable savings be realised before the next review?	
Yes	No	If yes, provide details in the space below:

C	Will any Responsible Procurement issues arise before the next review?	
Yes	No	If yes, provide details in the space below:

Warwick District Council Contract Manager

Signature _____ Date _____

Warwick District Council Head of Service (or Designated Deputy)

Signature _____ Date _____

Warwick District Council Procurement Manager (or Designated Deputy)

Signature _____ Date _____