***Text Legend*** *Delete this legend before finalising the document*

*Red text is an instruction and should be deleted after reading*

*Blue text should be edited or deleted as required.* *Change Blue text to Black if keeping*

*Black text should generally be considered as fixed text, however, can be edited to better suit the Public Authority's requirements where necessary*

**GovNext-ICT Contract Management Plan**

**TITLE:**

**[Insert Contract Title Here]**

**CONTRACT NUMBER:**

**[Insert the Contract Number]**

**PUBLIC AUTHORITY:**

**[Insert name of Public Authority]**

**EFFECTIVE FROM:**

**[Insert the Date]**

**Approved by:**

**/ /202**

**[Insert name of public authority’s accountable authority or delegate]**

**[Insert Title]**

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# CONTRACT DELEGATION AND AUTHORISATION

## APPROVAL AUTHORITY

**The following position has the authority to approve annual reviews of the contract management plan, contract variations, and extensions.**

|  |  |
| --- | --- |
| Position Title: | *(Refer to your agency's Purchasing and Contracting Authority Register)* |
| Date: |  |

## CONTRACT MANAGEMENT PLAN ANNUAL APPROVAL

**CONTRACT MANAGEMENT PLAN – ANNUAL APPROVAL**

Approved by Accountable Authority/Delegate

Name (print) Signature Date / /202…

Comments *(if appropriate, include results of annual contract review)*

**CONTRACT MANAGEMENT PLAN – ANNUAL APPROVAL**

Approved by Accountable Authority/Delegate

Name (print) Signature Date / /202…

Comments *(if appropriate, include results of annual contract review)*

**CONTRACT MANAGEMENT PLAN – END OF CONTRACT**

Approved by Accountable Authority/Delegate

Name (print) Signature Date / /202…

Comments *(if appropriate, results of end of contract review)*

# PLAN FOR MANAGING THE CONTRACT

## PURPOSE OF THE PLAN

The aim of this Plan is to outline how the (public authority name) will manage the Contract for (title of the contract) from award to the completion of the contract term.

A summary of the contract details and the contract management requirements are outlined in this Plan.

# CONTRACT SUMMARY

## BACKGROUND

*Provide a brief summary of the procurement process that led to the contract being established. Items to be addressed may include:*

*History;*

*Purpose of the contract;*

*Objectives/outcomes/deliverables/milestones; and*

*Scope.*

*Information should be detailed enough to provide someone who has not been involved in the contract to date with a clear understanding of the contract requirements.*

## CONTRACT DETAILS

|  |  |
| --- | --- |
| **Contract Manager** |  |
| **Contract Number** |  |
| **Contract Title** |  |
| **Contract Commencement Date** |  |
| **Contract Term** |  |
| **Estimated Total Contract Value At Award** |  |
| **Contract Framework** | **GovNext CUA order** |

## DOCUMENT REGISTER

Comprehensive documentation is critical for successful contract management and is necessary for contractual, legislative and audit purposes.

### Contract Documents

The Contract is comprised of the following documents:

|  |  |
| --- | --- |
| **DOCUMENT NAME** | **FILE REFERENCE/LOCATION** |
| Insert name of Prime Contractor Enrolment Agreement |  |
| Quote form |  |
| Contractor(s)' quote |  |
| Transition Plan (Attachment A) |  |
| Acceptance Testing Plan |  |
| Training and Support Plan |  |
| Disengagement Plan |  |
| Record of Contractor engagement form(s) |  |

### Other Documents

*Edit document list as required*

|  |  |
| --- | --- |
| **DOCUMENT NAME** | **FILE REFERENCE/LOCATION** |
| Procurement Plan |  |
| Evaluation Report |  |
| Record of Contractor Engagement Forms |  |
| Risk Register (Attachment B) |  |

*Documents should be contained on the Public Authority’s record management system and/or hard copy file therefore just the file reference is required. Attachments listed in section 5 of this document may also need to be listed above under Other Documents.*

## CONTRACTOR(S) DETAILS

*Add additional tables for each contractor*

|  |  |
| --- | --- |
| Prime Contractor | **Choose Contractor** |
| ACN | **Choose a Contractor ACN** |
| Business Address | **Atos**  Level 3, 502 Hay Street  SUBIACO WA 6008  **Datacom**  Level 11, 66 St Georges Terrace  EAST PERTH WA 6004  **NEC**  Level 7, 111 St Georges Terrace  PERTH WA 6000 |
| Contact Person |  |
| Contact Person Position Title |  |
| Email |  |
| Telephone |  |

## CONTRACTOR INSURANCE

The contractor insurance requirements are managed by the GovNext CUA Contract Manager.

## PRICING

### Price Details

*Detail pricing arrangements.*

*A price schedule may also be included (as an attachment if required).*

### Payment Details

*Detail payment conditions.*

*Include any specific conditions about payment terms, schedule/dates/milestones, settlement discounts and/or invoicing/payment requirements.*

## ORDER CHANGES

**The Contract Manager will manage changes to the order through a services request form process. The enrolment agreement terms with respect to a ‘order change’, as defined, will be adhered to.**

**An order change is a change to the service catalogue items provided under an order, other than a configuration change, including:**

(a) An increase or decrease in the units of service catalogue items;

(b) A removal of service catalogue items that does not constitute cancellation of the entire order; and

(c) In respect of the quality of a service catalogue item, or quantities allowed or packaged with a service catalogue item:

(i) an upgrade to a higher level; or

(ii) a downgrade to a lower level,

**where the upgraded or downgraded service catalogue item is of the same nature as the original service catalogue item, but does not include the addition of further service catalogue items to an order.**

### Order Value Increase Details

**Where an order change (either through a single order change or a number of order changes) leads to a price increase of:**

* $50,000 or more (above the original order value recorded on Tenders WA), the variation must be recorded on Tenders WA;
* $250,000 or more (above the original contract value recorded on Tenders WA), and a Contract Variation Memo must be submitted to the Department of Finance for comment; and
* $5 million or more (above the original contract value recorded on Tenders WA), and a Contract Variation Memo must be submitted to the State Tender Review Committee through the Department of Finance for comment.

The contract variation memo is to be downloaded from [www.wa.gov.au/government/collections/goods-and-services-templates](https://www.wa.gov.au/government/collections/goods-and-services-templates).

## EXTENSION OPTIONS

**The incorporation of order extension options is not applicable under the Enrolment Agreement. The Contract Manager will initiate a formal procurement process prior to the order end date.**

**In respect of the order end date, the order term will be extended by one month under Clause 7.3.3 unless the Customer gives notice of intention to end the order at least 10 business days prior to the expiry date. For clarity, the last day of an extended order, without notice to end the order, will trigger Clause 7.3.3 again.**

# CONTRACT MANAGEMENT

## GOVERNANCE

**The Public Authority and Contractor are required to comply with various policy, procedural, reporting, record keeping and contractual obligations. The Contract Manager and Contractor are responsible for ongoing management of these requirements.**

## RELATIONSHIP MANAGEMENT

### Stakeholders

*There may be a number of stakeholders involved in the delivery of this contract. Detail the main stakeholders and their roles and responsibilities in relation to the management of the contract (e.g. contract manager or contract management team, Delegated Authority or executive, contractor, distributors, Agency staff, client reference groups).*

*A diagram identifying the relationships between the parties may be included as a reference if required.*

### Communication Strategy

*If applicable, detail the strategy that will be used to communicate with stakeholders during the contract term. This may include regular progress reports or updates to the Agency executive team, how any changes to the order will be communicated to Agency staff, feedback to contractor, changeover of staff etc).*

## TRANSITION

### TRANSITION IN REQUIREMENTS

*Detail any contract start up issues and/or transition in considerations outlined in the quote or agreed as part of contract negotiations. Provide details of the proposed strategy for managing these issues/considerations. If the order is for the same services with the same contractor, transition in may not be required.*

*A Contract Transition Plan may be included at “Attachment A”.*

### Disengagement Requirements

*Detail any contract close out issues, tasks and/or disengagement (transition out) considerations i.e. return of assets, access cards, documentation, handover, training or special transition arrangements to be undertaken at completion of the contract. Provide details of the proposed strategy for managing these issues/considerations.*

*A Disengagement Plan may be included in “Attachment A”.*

# REPORTING REQUIREMENTS

**The contractor is required under the Enrolment Agreement to provide the following reporting as standard.**

Dashboard Reporting;

Monthly Report;

Transition Services Report;

Performance and Consumption Report; and

Financial Report.

The following additional reporting requirements were sought under the order form and agreed in the quotation**.**

*Include the additional reporting requirements as specified in the service catalogue (note that not all service towers include additional reporting requirements).*

*Provide details of where data will be saved.*

## MEETINGS

*Detail the meeting requirements as outlined in the transition plan or as agreed as part of the Supplier Performance Management requirements in the Customer Relationship Terms. This may include a schedule of meetings specific to the contract.*

*Provide details of where data will be saved (e.g. agendas, minutes, action plans).*

## SERVICE LEVELS

**Subject to the Customer Relationship Terms Clause 21.2(b), the Contractor must meet or exceed the following service levels at all times during the order term.**

*Detail the service levels that have been outlined in the order form or as agreed as part of the Supplier Performance Management requirements or as part of contract negotiations.*

*The Contractor must implement and operate all monitoring and reporting tools and procedures necessary, desirable or reasonably requested by the Customer, to:*

*(i) detect and prevent any potential failure to meet the Service Levels;*

*(ii) detect, minimise and promptly remedy any failure to meet the Service Levels; and*

*(iii) effectively monitor the Contractor’s performance against the Service Levels and comply with its reporting obligations under Clause 26.*

*Provide details of where data will be saved and how feedback on performance will be provided to the Contractor.*

## ISSUES AND COMPLAINTS

*Detail how issues and complaints that arise during the contract term will be managed and documented.*

## RISK ASSESSMENT AND MANAGEMENT STRATEGY

***Risk assessment and management should be ongoing from the planning phase to the end of the disengagement period.***

*The risk assessment completed during the planning phase should be reviewed regularly and updated if/when new risks are identified.*

*A Risk Register can be included as an attachment to this document – see Attachment B.*

# ATTACHMENTS

*Depending upon the type and scope of the order a variety of documents may be required.*

*The Contract Manager will need to determine whether documents should be listed with the file reference number under 3.3.1 or 3.3.2 or whether they should be included as an attachment to the CMP.*

*Examples include documents such as:*

|  |  |
| --- | --- |
| **ATTACHMENT REFERENCE** | **DOCUMENT** |
| *A* | *Transition Plan* |
| *B* | *Acceptance Testing Plan* |
| *C* | *Training and Support Plan* |
| *D* | *Disengagement Plan* |
| *E* | *Risk Register* |

***DELETE IF NOT APPLICABLE (or attach transition plan and Disengagement Plan)***

# TRANSITION PLAN – ATTACHMENT A

**TRANSITION IN**

|  |  |  |  |
| --- | --- | --- | --- |
| **Tasks** | **Start Date** | **Finish Date** | **Action Officer** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**TRANSITION OUT (DISENGAGEMENT PLAN)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Tasks** | **Start Date** | **Finish Date** | **Action Officer** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

***DELETE IF NOT APPLICABLE***

# RISK REGISTER – ATTACHMENT B

*Insert a risk register here.*

*There is no single risk register or table that must be used in this section. The Risk Register provided in the Department of Finance ‘Risk Workbook’ template can be used, or any other risk register, table or other means of documenting risk.*

*As a minimum, this appendix should describe the risks identified, along with their ratings and treatment strategies.*

*The Appendix title can be edited as appropriate.*