Contract Management Plan

*[Goods and services procurement templates - Contract management plan - Agency specific contracts]*

Contract Title:

[Insert the Contract Title]

Contract Number:

[Insert the Contract Number]

State Agency:

[Insert name of State Agency]

Effective From:

[Day Month Year]

**Approved by:**

**/ /202**

[Insert name of State Agency’s Authorised Officer]

[Insert Position]

### What is the Contract Management Plan for?

The Contract Management Plan (the Plan) is used to assist contract managers in effectively managing contracts and ensuring that contract outcomes are achieved. The Plan is a working document that outlines how, by whom, and when the tasks and processes during the contract management phase will be undertaken. Active use of the Plan will give the contract manager a holistic view of the contract and assist them in monitoring, identifying and implementing effective strategies to achieve contract milestones and outcomes.

### How should I use this Plan?

The Plan is made up of two main parts. Part A outlines the processes that will be followed to manage the contract while Part B details any significant contract developments that have occurred since contract award.

While both parts of the Plan should be regularly reviewed and updated, Part A is less likely to require updates throughout the life of the contract while Part B will require regular updates to ensure that it accurately reflects the contract’s current state. Part B should outline key decisions, issues, and changes to the contract as well as provide a high level overview of contractor performance and risk management throughout the contract management phase.

For State Agencies seeking written advice for variations from the Department of Finance (Finance), regularly updating the Plan will also provide Finance with comprehensive information about the contract to date and enable them to provide informed advice regarding contract variations.

Where this Plan is for a panel or a cooperative procurement arrangement and there will be management requirements for both the Head Agreement and any resulting Customer Contract, the requirements of both are to be clearly identified in the appropriate sections.

### Contract Workbook

This Plan should be used in conjunction with the relevant Contract Management Workbook available from [WA.gov.au](https://www.wa.gov.au/government/document-collections/goods-and-services-templates). The Workbook should contain all the administrative and operational contract details while the Plan should take a more strategic focus. Any relevant information from the Workbook should be included in this Plan as a link so that information is not duplicated and there is a single source of truth. This is important for data integrity and effective contract management.

### Instructional Text

* 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 State Agency’s requirements where necessary.

### Contract Management Resources

For further information and support, visit WA.gov.au to access contract management [training](https://www.wa.gov.au/organisation/department-of-finance/training-buyers) and [capability resources.](https://www.wa.gov.au/organisation/department-of-finance/capability-resources) There are also a range of goods and services [templates](https://www.wa.gov.au/government/document-collections/goods-and-services-templates) and a [contract management guideline](https://www.wa.gov.au/government/multi-step-guides/procurement-guidelines/contract-management-guidelines) to support you in your role.

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# Contract Delegation and Authorisation

## Approval Authority

The following position is the minimum authority required to approve annual reviews of the contract management plan, contract variations and extensions.

**Position:** *(Refer to the State Agency's Delegation and Authorisation Register)*

## Contract Management Plan Annual Approval

|  |  |
| --- | --- |
| **[Month Year] Plan Approval** | |
| Name: | Position: |
| Signature: | Date: \_\_/\_\_/\_\_\_\_ |
| Comments: *(if appropriate, include results of annual contract review)* | |
| **[Month Year] Plan Approval** | |
| Name: | Position: |
| Signature: | Date: \_\_/\_\_/\_\_\_\_ |
| Comments: *(if appropriate, include results of annual contract review)* | |
| **[Month Year] Plan Approval** | |
| Name: | Position: |
| Signature: | Date: \_\_/\_\_/\_\_\_\_ |
| Comments: *(if appropriate, include results of annual contract review)* | |
| **[Month Year] Plan Approval** | |
| Name: | Position: |
| Signature: | Date: \_\_/\_\_/\_\_\_\_ |
| Comments: *(if appropriate, include results of annual contract review)* | |
| **[Month Year] Plan Approval – End of Contract** | |
| Name: | Position: |
| Signature: | Date: \_\_/\_\_/\_\_\_\_ |
| Comments: *(if appropriate, include results of annual contract review)* | |

# Contract Information

|  |  |
| --- | --- |
| **Contract Details** | |
| **Contract Manager** |  |
| **State Agency** |  |
| **Contract Number** |  |
| **Contract Title** |  |
| **Contract Commencement Date** |  |
| **Contract Term**   * Initial Term * Extension Options |  |
| **Estimated Total Contract Value at Award** | $ |
| **Contract Framework *(e.g. sole supplier, panel, cooperative procurement arrangement)*** |  |
| **General Conditions of Contract version** |  |
| **Contractor Details**  *Add additional rows if there are multiple contractors.* | |
| Name of Legal Entity |  |
| Business Name |  |
| Contact Person |  |
| Contact Person Position |  |
| Email |  |
| Contact Number |  |

# Part A

# Purpose

The Contract Management Plan (the Plan) outlines how the (State Agency name) will manage the contract for (contract number - contract title) from award to the completion of the contract term. The Plan is of a strategic nature and assists the contract manager in proactively monitoring and managing risks and contractor performance, managing stakeholder relationships and resolving issues, and ensuring that quality contract outcomes are being achieved. The Plan also supports compliance with [Rule E: Contract Management](https://www.wa.gov.au/government/multi-step-guides/western-australian-procurement-rules/procurement-rule-e-contract-management) of the WA Procurement Rules.

Part A of the Plan provides a summary of the contract and outlines how contract management requirements will be met. Part B of the Plan records key changes, issues, and decisions during the contract management phase and provides an up to date view of the contract’s performance and management.

For contract administration details, please refer to the [Contract Management Workbook](https://www.wa.gov.au/government/document-collections/goods-and-services-templates).

# Contract Summary

## Document Register

Comprehensive documentation is critical for successful contract management and is necessary for contractual, legislative and audit purposes. Please refer to the document register within the Contract Management Workbook which details the storage location of all relevant contract documents over the lifetime of the contract. These documents are contained within the contract folder referenced below.

Contract Folder Reference: [EDRMS Reference/File Location]  
Remove the above folder reference if contract documents are not stored in a single folder.

Contract Management Workbook: [EDRMS Reference/File Location]

*Documents should be contained in the State Agency’s record management system and/or hard copy file, therefore just the file reference is required.*

## Background

*Provide a brief summary of the contract. Items to be addressed should include:*

1. *Background – how the contract was developed, any critical items from the procurement process, whether a previous contract is being replaced by this arrangement, and a general description of what the contract is for*
2. *Purpose – why the contract was established*
3. *Objectives/outcomes/deliverables – what deliverables are there and what specific benefits are expected for the client and community, how will the contract deliver on government’s social, economic, and environmental outcomes*
4. *Milestones – timelines of key milestones (e.g. project stages, contract extension) and decisions that need to be made upon reaching them*
5. *Scope – what is in and out of scope*

*Information should be detailed enough to provide someone at arm’s length with a clear understanding of the contract requirements.*

## WA Social Procurement Framework

The State Government of Western Australian recognises that government procurement can play a fundamental role in supporting the WA community and local economy.

This contract supports [state the social policy being supported] by [outline how the contract supports the specified policy].

The WA State Government has a range of procurement policies to support local and regional businesses, Aboriginal businesses, disability enterprises, and the community services sector. Access the [WA Social Procurement Framework](https://www.wa.gov.au/government/publications/western-australian-social-procurement-framework) to view all of government’s social procurement policies in one place.

The contract manager is responsible for ensuring that the contractor delivers on the following social procurement commitments:

* Specify target outcomes and contractor obligations.

During the management of this contract, consideration will be given to:

Outline contract management requirements to support the parties involved.

Some examples may include:

* Organising more frequent communications with suppliers or stakeholders
* Providing greater support to suppliers in meeting their reporting requirements
* Providing suppliers with a list of their WA Social Procurement Framework commitments which require active management
* Providing feedback more frequently and taking a more collaborative approach in resolving performance issues
* Meeting with community service users to ensure the contract is on track to meet their needs

## Considerations for Procurement Planning

Document any considerations for future procurement planning. In the table below briefly outline any lessons learnt and considerations. Examples have been provided, please delete if not applicable. Add rows as required.

|  |  |
| --- | --- |
| **Lessons Learnt** | **Recommendations** |
| Specification |  |
| Reporting requirements |  |
| KPIs |  |
| Contract Pricing |  |

## Pricing and Payments

The contract has the following pricing and payment arrangements and conditions.

*Include any specific/special conditions about pricing and payment:*

* *Progress payments/lump sum payment/hourly services*
* *Payment milestones*
* *Invoicing/payment terms and requirements:*

As per the Request Conditions and General Conditions of Contract, the payment term is(Choose one and delete the other. If alternative payment terms were negotiated, outline here):

* + 20 days commencing the day after the date the invoice is received, for any invoice where the amount payable is under $1 million (GST inclusive)
  + 30 days commencing the day after the date the invoice is received, for any invoice where the amount payable is $1 million (GST inclusive) or greater.

A [percentage]% discount will be given to the [State Agency name] where payment of the Price or that part of the Price specified in the invoice is made within [number] Calendar Days of the date of the invoice.

* *Consequences of late payments (if any)*

## Contract Variations and Adjustments

The Contract Manager will manage contract variations through a formal contract variation process in accordance with the WA Procurement Rules, [Rule E2 Apply Rigour to Contract Variations](https://www.wa.gov.au/government/multi-step-guides/western-australian-procurement-rules/section-e-contract-management).

Briefly outline the process and outline how value for money will be assessed for contract variations. There is a [*Varying a Contract Guideline*](https://www.wa.gov.au/government/multi-step-guides/procurement-guidelines/contract-management-guidelines/varying-contract-guideline) available on wa.gov.au.

The Approval of Variations template from [WA.gov.au](http://www.wa.gov.au/government/collections/goods-and-services-templates) will be used to seek written advice from Finance and approval of variations by the Authorised Officer.

Contract variations will be recorded in [specify location e.g. the Contract Management Workbook, the Contract Register and Tenders WA as per the WA Procurement Rules]. Where a significant contract variation is approved, it will be recorded in [Part B, 6.3 Contract Variations](#_Contract_Variations).

### Price Variation and Adjustment Details

**Price adjustments**

*Detail the price adjustment mechanism allowed under the contract (for example CPI increases on an annual basis). The price adjustment should be the same as stated in the Request document and/or as agreed as part of contract negotiations.*

**Price variations**

Detail the process for managing non-contracted price variations (i.e. price variations that are not covered by the price variation mechanism allowed under the contract.) Non-contracted price variations are not standard practice and should be carefully considered to ensure compliance with the WA Procurement Rules, particularly [Section A: Achieve Value for Money](https://www.wa.gov.au/government/multi-step-guides/western-australian-procurement-rules/section-achieve-value-money) and [Section B: Act Ethically – With Integrity and Accountability](https://www.wa.gov.au/government/multi-step-guides/western-australian-procurement-rules/section-b-act-ethically-integrity-and-accountability).

Include the paragraph below if required to involve the Department of Finance under Rule C1 – Involve the Department of Finance.

Where a non-contracted price variation, either individually or cumulatively, leads to an increase above the original contract value recorded on Tenders WA of:

* $250,000 or more, State Agencies [must seek written advice](https://www.wa.gov.au/government/publications/template-approval-of-variations) from the Department of Finance; and
* $5 million or more, State Agencies [must seek written advice](https://www.wa.gov.au/government/publications/template-approval-of-variations) from the Department of Finance and provide the original and current Contract Management Plan (this document).

### Other Variation and Adjustment Details

*If extending the scope or duration of a contract, confirm that the Contractor is not debarred or suspended under the* [*Western Australian Debarment Regime*](https://www.wa.gov.au/organisation/department-of-finance/debarment-regime)*.* *Refer to the* [*Excluded Suppliers*](https://www.tenders.wa.gov.au/watenders/news/browse.do?CSRFNONCE=BC47BF6C8B895C8C0C0CB75B4FF0C4AF&&ss=1) *page on Tenders WA for more information.*

**Other adjustments**

*Detail any other adjustment mechanisms allowed under the contract (e.g. product variations). The adjustment mechanism should be the same as stated in the Request document and/or as agreed as part of contract negotiations.*

**Other variations**

Detail the process for managing other non-contracted variations (i.e. unplanned variations to the contract.) *Non-contracted price variations are not standard practice and should be carefully considered to ensure compliance with the WA Procurement Rules, particularly* [*Sections A: Achieve Value for Money*](https://www.wa.gov.au/government/multi-step-guides/western-australian-procurement-rules/section-achieve-value-money) *and* [*Section B: Act Ethically – With Integrity and Accountability*](https://www.wa.gov.au/government/multi-step-guides/western-australian-procurement-rules/section-b-act-ethically-integrity-and-accountability)*.*

Include the paragraph below if required to involve the Department of Finance under Rule C1 – Involve the Department of Finance.

In accordance with the WA Procurement Rules, [Rule E2 Apply Rigour to Contract Variations](https://www.wa.gov.au/government/multi-step-guides/western-australian-procurement-rules/section-e-contract-management), where there is a proposal to extend the contract by 6 or more months past its final expiry date, either individually or cumulatively, written advice must be sought from the Department of Finance using the Approval of Variations template.

# Contract Management

## Governance

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

Detail how these obligations and requirements will be managed.

* Use of contract management systems
* Record keeping procedures
* Other responsible parties e.g. contract administrator, accountable authority, any relevant steering committees/project governance boards

For a Multi-User [Cooperative Procurement Arrangement](https://www.wa.gov.au/government/multi-step-guides/procurement-guidelines/procurement-planning-individual-purchases-guidelines/cooperative-procurement-guideline) (CPA), include the following where applicable:

* The Contract Authority is the [insert Accountable Authority title(s) and name of the State Agency/Agencies]
* The following State Agencies and/or Authorised Bodies [are the Customers/can access the arrangement]: list the participating State Agencies and Authorised Bodies
* Outline the responsibilities of the Contract Authority and other participating State Agencies and include any other governance arrangements
* Include a file reference to any documents that outline the CPA in detail e.g. a Memorandum of Understanding (MOU)

For a Distributor Model CPA, include the following where applicable:

* The Customer is the [insert Accountable Authority title(s) and name of the State Agency/Agencies]
* The CPA will distribute to the following State Agencies and/or Authorised Bodies: list the participating State Agencies and Authorised Bodies
* Outline the responsibilities of the Customer and other participating State Agencies and include any other governance arrangements
* Include a file reference to any documents that outline the CPA in detail e.g. a Memorandum of Understanding (MOU)

The [State Agency name]’s Delegation and Authorisation Register can be found here (insert hyperlink of the register). Contract management activities including variations, extensions, and transitions will be undertaken in accordance with this register.

## Insurance

The insurances required for this contract are:

* *List required insurance types*

The Contract Manager will ensure the above insurances are valid and in accordance with contract requirements. Further details of the above insurances can be found in the Contract Management Workbook.

## Transition In

A contract transition plan is not required for this contract.

*or*

A contract transition plan has been prepared for the transition in of this contract.

The critical issues to be managed include:

*Outline the critical issues and success factors required for a smooth and successful transition in.*

*Where there are transition out requirements, they should be recorded in Part B.*

*A Contract Transition Form for low risk contracts and a Contract Transition Plan for medium to high risk contracts is available on* [*WA.gov.au.*](https://www.wa.gov.au/government/document-collections/goods-and-services-templates) *You may wish to include the contract transition form or plan as an appendix to this Plan.*

## Relationship Management

This section details how the contract manager, as a representative of the State Agency, will work together with stakeholders over the course of the contract.

The development and maintenance of sound working relationships with stakeholders is critical to the smooth operation of the contract and the achievement of contracted outcomes.

### Stakeholders

There are a number of internal and external stakeholders involved in the delivery of this contract including customers, contractors, and other State Agencies.

*It may be useful to conduct a stakeholder analysis using the Power Interest Matrix below (delete if not used).*

The Power Interest Matrix below (also known as Mendelow’s Matrix) analyses the level of power and interest that stakeholders have. It is used to understand how communications with stakeholders should be prioritised and undertaken to effectively manage stakeholder relationships and expectations and deliver contract outcomes.

The contract’s stakeholders have been mapped below according to their levels of power (how much influence they have over the contract) and interest (how much they care about the contract outcome). A high level communication strategy for each of the Power Interest groups has been included after the matrix.

An example communication strategy is outlined below. Amend to suit the specific contract and ensure that you outline the specific stakeholders in each group and what their current position towards the contract is (supportive/unsupportive/neutral).

**Monitor**

**Keep Informed**

**Keep Satisfied**

**Manage Closely**

**Power**

**Interest**

Further detail on how each stakeholder will be communicated with should be included in the Stakeholder Communication Plan on the next page.

* **High power – High interest (Manage Closely):** These players are generally decision makers who have a large impact on the success of the contract (e.g. Authorised Officer). They will be closely engaged to manage their expectations and align and integrate their goals with those of the contract.
* **High power – Low interest (Keep Satisfied):** These stakeholders hold significant power but do not have much interest in the contract (e.g. regulatory bodies, major suppliers). They will be kept informed and satisfied so that they are not motivated to use their power to negatively affect contract outcomes.
* **Low power – High interest (Keep Informed):** This group has a high interest in the contract outcome but has little power to influence the outcome (e.g. service users, community groups). They will be periodically informed about the contract’s progress and monitored for changes in their power levels, e.g. formation of lobby groups.
* **Low power – Low interest (Monitor):** These stakeholders will be monitored. Communications with them will be kept to a minimum, unless required, so that the contract management team’s resources can be focused on the other stakeholder groups.

### Stakeholder Communication Plan

This section outlines the internal communication plan for the contract manager to operationalise/deliver the contract.

The communication plan:

* identifies stakeholders, their influence, and their roles and responsibilities;
* identifies the targeted objectives for communication with each stakeholder; and
* identifies how and when stakeholders will be communicated with.

Detail the main stakeholders (e.g. contract manager, Authorised Officer, supplier, State Agency staff, client reference groups) and their roles and responsibilities in relation to the management and/or delivery of the contract.

Detail the strategy that will be used to communicate the targeted key messages to stakeholders during the contract term. This may include regular progress reports or updates to the State Agency executive team, communication of contract changes to State Agency staff, feedback to contractors, etc. Focus on the strategic elements here and cover the operational elements in the Contract Management Workbook.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name and organisation** | **Stakeholder type** | **Power-interest rating** | **Roles and responsibilities** | **Targeted key messages** | **Communication channels and timing** |
| *Full name Organisation* | *Supplier* | *Keep Satisfied* | *Deliver contracted goods and services* | *Feedback on goods and services delivered* | *Quarterly meetings* |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Issues and Complaints

Issues and complaints that arise during the contract term will be managed by:

*Detail the:*

* *Escalation process*
* *Targeted timeframes for responding to and resolving issues*
* *Documentation process*

Where key issues, complaints or improvements for redevelopment are raised, these will be recorded in Part B.

## Risk Management Strategy

*Risk assessment and management should be ongoing from the planning phase to contract close out/finalisation. The risk assessment completed during the planning phase should be reviewed regularly and updated/edited if/when new risks are identified and/or risks are no longer applicable.*

Risk identification, assessment and management will be undertaken on an ongoing basis until contract close out. The risk register or State Agency risk management system will be reviewed every [state frequency e.g. month], and as any changes occur, by the [position e.g. contract manager]. The risk register is maintained [as a standalone document / as part of the contract workbook / as part of the State Agency’s contract management system]. Risks that no longer need to be monitored or managed in the contract management phase will not be identified in this Plan.

Where key risks or management strategies evolve or new ones arise, these will be recorded in Part B.

## Key Performance Indicators and Reporting Requirements

The Key Performance Indicators (KPIs) for the contract are recorded in the Contract Management Workbook and will be used to measure contractor performance.

Outline:

* the frequency and method of performance measurement against the KPIs
* the frequency of supplier performance reports and meetings
* the proposed supplier performance management methods e.g. feedback loops, escalation processes
* the consequences of contractor non-performance

Where a contractor performance report is completed, key findings will be recorded in Part B.

**Other Reporting Requirements**

Include the relevant subheadings below as *outlined in the Request or as agreed in contract negotiations*, and delete the others.

### Contract Reporting

The performance of the contract will be monitored through [state frequency e.g. half-yearly] contract reporting. Items to be reported on include:

Outline the items to be reported on (e.g. submission of milestone reports, estimated vs actual spend, market developments in the contract area, performance, value for money, any specific metrics for the type of contract). Detail how they will be measured and who is responsible for producing the reports.

### Western Australian Industry Participation Strategy (WAIPS)

The WAIPS can be viewed [here.](https://www.wa.gov.au/organisation/department-of-jobs-tourism-science-and-innovation/wa-industry-link-western-australian-industry-participation-strategy)

Include the applicable WAIPS reporting obligation as required.

The WAIPS participation plan reporting applies to this [contract / arrangement].

As per the Request and the Department of Jobs, Tourism, Science and Innovation’s (JTSI) requirements, the contractor is required to report at the end of the [contract / arrangement].. In accordance with the WAIPS, the contractor’s report should cover the implementation of their participation plan and the outcomes achieved as a result

Outline the management strategies that will be used to:

* actively monitor and manage the ongoing requirements, commitments and obligations, as detailed in the participation plan submitted by the contractor.
* ensure that, at completion of the contract, the final contract value in the WAIPS portal is updated and that the contractor submits their participation plan report via the WAIPS portal.

or

The WAIPS exemption participation plan reporting applies to this [contract / arrangement].

As per the Request and the Department of Jobs, Tourism, Science and Innovation’s (JTSI) requirements, the contractor is required to report on the aggregated employment, training and sourcing outcomes for the [contract / arrangement].

The contractor is required to provide a report at the end of the [contract / arrangement]at.

Outline the management strategies that will be used to:

* actively monitor and manage the ongoing requirements, commitments and obligations, as detailed in the participation plan submitted by the contractor.
* ensure that, at completion of the contract, the final contract value in the WAIPS portal is updated and that the contractor submits their participation plan exemption report via the WAIPS portal.

### Western Australian Buy Local Policy 2022

Detail whether regional price preferences impacted the award of the contract.

[No regional price preferences were claimed by the respondents to this contract. / Regional price preferences did not impact the award of the contract.]

or

In evaluating Offers, a [regional price preference and/or a regional content preference] impacted contract award.

Detail how contractor compliance with a regional content preference will be monitored (e.g. include reviews on regional content as milestones, audits, contractor reports).

The WA Buy Local Policy 2022 states that where the State Agency does not consider the non-compliance to be justifiable, the failure must be documented and communicated with the head contractor and the Department of Jobs, Tourism, Science, and Innovation (JTSI). Detail any other agreed upon actions that will be taken if the contractor fails to comply with its regional content commitments.

*State Agencies’ reporting responsibilities for the WA Buy Local Policy 2022 will be covered by their Implementation Agreement with JTSI.*

### Aboriginal Procurement Policy

The Aboriginal Procurement Policy (APP) can be viewed [here](https://www.wa.gov.au/government/publications/aboriginal-procurement-policy). The APP was updated in December 2023 in response to the updated Delivering Community Services in Partnership Policy (DCSPP). The DCSPP establishes the concept of an Aboriginal Community Controlled Organisation (ACCO). The APP has been updated so that contracts with both registered Aboriginal businesses and/or ACCOs may count towards the agency contracting targets and Aboriginal participation requirements for suppliers.

**Part A – Agency Targets**

This contract is with [insert name of Contractor], who is [a registered Aboriginal business in [the Aboriginal Business Directory Western Australia *or* Supply Nation’s Indigenous Business Direct] *or* an Aboriginal Community Controlled Organisation (ACCO)].

Include the below statement for contracts with a registered Aboriginal business or ACCO with a value equal or greater than $50,000.

The details of the contract [have been/will be] published on Tenders WA as the contract is [with [a registered Aboriginal business *or* an ACCO] *or* a panel arrangement that includes [a registered Aboriginal business *or* an ACCO]] and is [equal to/greater than] $50,000 in value. This data is available to the Department of Finance who are responsible for reporting on the achievement of targets under the Aboriginal Procurement Policy.

or

This contract does not contribute to the State Agency’s Aboriginal Procurement Policy targets.

**Part B – Aboriginal Participation Requirements**

Include and amend this section as required if Aboriginal participation requirements apply under Part B of the Aboriginal Procurement Policy.

The Contractor has committed to meet the [Aboriginal Business / ACCO Subcontracting Outcomes *or* Employment of Aboriginal Persons Outcomes]. The Contractor has committed that [at least [3, 3.5 or 4] per cent of the contract value (at contract award) is awarded to Aboriginal business and/or ACCO subcontractors by the expiry of the Customer Contract] or [annually, based on the anniversary of the commencement of the Term, at least [2, 5 or 10] per cent of the total number of persons employed on the contract are Aboriginal persons].

If the Aboriginal Business / ACCO Subcontracting Outcomes apply, include the below paragraph and amend as required:

The Contractor is required to provide a report via Tenders WA addressing the Aboriginal Business / ACCO Subcontracting Outcomes [within 30 calendar days of Contract Expiry *or* specify negotiated reporting frequency].

If the Employment of Aboriginal Persons Outcomes apply, include the below paragraph and amend as required:

The Contractor is required to provide a report via Tenders WA addressing the Employment of Aboriginal Persons Outcomes [no later than 30 calendar days within the anniversary of the Contract Commencement Date *or* within 30 calendar days of Contract Expiry (if contract term is less than 12 months) *or* specify negotiated reporting frequency].

Outline the management strategies that will be used to ensure contractors are achieving the outcomes, submitting reports on time and to the required standard in Tenders WA and what will be put in place to ensure the Contract Manager details in Tenders WA are kept up to date so the Tenders WA notifications are sent to the correct Contract Manager.

or

The Contractor has not committed to either of the Aboriginal participation requirements because [detail why].

## Contract Review and Extension Options

Before extending a contract, confirm that the Contractor is not debarred or suspended under the [Western Australian Debarment Regime](https://www.wa.gov.au/government/publications/debarment-regime-guide-western-australian-government-agencies). Refer to the [Excluded Suppliers](https://www.tenders.wa.gov.au/watenders/news/browse.do?CSRFNONCE=BC47BF6C8B895C8C0C0CB75B4FF0C4AF&&ss=1) page on Tenders WA for more information.

Contract reviews will be planned and conducted well in advance of extension or expiry dates to maximise the options available to the State Agency, allow sufficient time for contract redevelopment if required, and ensure value for money is achieved.

*Detail the process and complete the simple schedule below with specific timeframes for completing contract reviews. A formal contract review should identify whether contract objectives are being met and if value for money has been achieved.*

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Target Review Dates** | |  |
| **Type of Contract Review** | **Start** | **Completion** | **Expiry/ Extension Date** |
| *Extension Option Review/Final Review* |  |  |  |
|  |  |  |  |

*A Contract Review Form for low risk contracts and a Contract Review Report for medium to high risk contracts are available from* [*WA.gov.au.*](https://www.wa.gov.au/government/document-collections/goods-and-services-templates)

Where a contract review is completed and, where applicable, a decision is made to extend or close out a contract, the key findings will be recorded in Part B.

## Disposal of Goods (for goods contracts only)

Following a decision to close out the contract, the following goods will be disposed of in a manner that is ethical, equitable, efficient and, where practical, maximise a value for money outcome for government:

* [List goods requiring disposal]

The proposed disposal method is (outline the proposed disposal method if known or update later).

*For more information on Disposal Methods, please view the* [*Disposal Guideline*](https://www.wa.gov.au/government/multi-step-guides/procurement-guidelines/contract-management-guidelines/disposal-guideline)*.*

***Include the following sections if the contract is a panel arrangement (a standing offer and/or an arrangement with more than one supplier).***

## Buyers Guide

*A Buyers Guide is generally used where a standing offer arrangement has been established.*

A Buyers Guide has been developed for this panel arrangement. It outlines which goods and/or services can be purchased from the arrangement, rules for buying from the arrangement, the pricing schedule, and the process for handling issues and complaints.

*Detail the proposed communication strategy for advising staff of the contract commencement, any updates, notifications or price variations.*

*Detail any requirements for updating the Buyers Guide: (i.e. reasons for updates, frequency, responsibility and approvals, process).*

*or*

There is no Buyers Guide for this contract.

Detail the proposed communication strategy for advising customers of the contract commencement, any updates, notifications or price variations.

## Buying Rules

The buying rules are outlined below:

Copy the buying rules across from the Request document and/or Buyers Guide. The buying rules should include:

* who can buy from the arrangement
* whether the arrangement is mandatory and for who
* situations where staff do not have to buy from the arrangement
* the buying arrangement (e.g. pick and buy)

## Allocation of Work

There is no allocation of work specifications for contractors on this arrangement.

or

Contractors on this arrangement are subject to the following allocation of work specifications:

If any specific allocations of work were specified in the Request, or subsequently agreed, detail them here.

## Panel Refreshes

Should additional contractors be required during the life of the arrangement, the panel will be refreshed according to the following process:

Outline the refresh process that will be followed, including:

* Specify whether the procurement process and terms and conditions used will be the same as the original arrangement
* Specify timeframes for the panel refresh and each stage
* Specify who will be responsible for conducting the refresh
* Specify how existing contractors will be notified of the refresh process

Where a panel refresh is completed, the key outcomes will be recorded in Part B of this document.

# Part B

# Key Contract Updates

## Contract Expenditure

The contract commenced on [day month year] with an estimated contract value of $[dollars]. Total contract expenditure as at [day month year] was $[dollars]. This expenditure [is/is not] in line with expectations. If not as per expectations, outline any trends or significant factors that have impacted contract expenditure.

(Include the following table for panel arrangements)

The breakdown of expenditure for each contractor as at [day month year] is included below. Add additional rows as required.

|  |  |
| --- | --- |
| **Contractor** | **Contract expenditure** |
|  | $ |
|  | $ |
|  | $ |

**Other reporting requirements**

Update Tenders WA with actual contract expenditure on contract anniversary.

## Key Issues and Decisions

The following sections outline key items which will have or have had a significant impact on the contract and/or its management.

*(General instructions for each sub-section)*

*With reference to any correspondence made with the client, contractor, or the Department of Finance, outline the key issues, complaints, and decisions made in relation to the contract, along with relevant dates.*

*This section should only include a high level summary of key items which are deemed to have or have had a significant impact on the contract. Records of operational correspondence should continue to be kept in the Contract Management Workbook and the State Agency’s records management system in line with government record keeping obligations.*

### Key Decisions that Impact Service Delivery or Management of the Contract

The table below outlines the key decisions made during the management of the contract where there is an impact on the service delivery or management of the contract. Add additional rows as required

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Content description** | **Responsible** | **Status** |
| Raised:  Resolved: | *State the decision that needs to be made/has been made. Provide relevant background and justification for the decision.* | *Outline the parties responsible for any deliverables related to the decision.* | *E.g. Ongoing, resolved* |

### Key Issues, Complaints or Improvements for Redevelopments

The table below outlines the key issues encountered or complaints received, how they are being managed, by whom, and the outcomes of such discussions. Add additional rows as required

*Include details of dates where possible and outline the parties involved.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Content description** | **Decision/ Resolution** | **Status** |
| Raised:  Resolved: | *State the nature of the correspondence (e.g. issue, complaint) and provide a description of the item* | *Outline how the issue/complaint was resolved and any decisions resulting from it.* | *E.g. Ongoing, resolved* |
| Raised:  Resolved: |  |  |  |

## Contract Variations

If extending the scope or duration of a contract, confirm that the Contractor is not debarred or suspended under the [*Western Australian Debarment Regime*](https://www.wa.gov.au/government/publications/debarment-regime-guide-western-australian-government-agencies). Refer to the [*Excluded Suppliers*](https://www.tenders.wa.gov.au/watenders/news/browse.do?CSRFNONCE=BC47BF6C8B895C8C0C0CB75B4FF0C4AF&&ss=1) page on Tenders WA for more information.

Significant contract variations (whether significant in scope, value, risk, or impact) that have been approved since contract award are outlined in the table below. A brief description of the variation is provided as well as the impact that it is expected to have on the contract. Any actions required as a result of the variations and the persons responsible for them have also been detailed. Add additional rows as required.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **#** | **Description** | **Contract impact** | **Action(s) required** | **Responsible** | **Department of Finance involvement**  *Refer to* [*WA Procurement Rules, Rule E2*](https://www.wa.gov.au/government/multi-step-guides/western-australian-procurement-rules/section-e-contract-management) *about the Department of Finance’s involvement in contract variations and where necessary, include details of the outcome in this column.* |
|  |  | [$ value]  [Impact on contract] |  |  |  |
|  |  | [$ value]  [Impact on contract] |  |  |  |
|  |  |  |  |  |  |

**Other reporting requirements**

The variations will be reflected in the Contract Register and Tenders WA will be updated to reflect contract variations annually.

## Key Risks and Management Strategies

The contract risk register can be found here: (Insert file reference)

At the commencement of the contract, a formal risk assessment was conducted on [day month year], identifying the following key risks:

The table below can be used to:

* include all existing and new key risks (key risks may be those above a certain risk rating)
* record updates on key risks and their risk levels
* outline and evaluate the effectiveness of mitigation strategies

Ensure that only key risks are included here. All risks should continue to be regularly reviewed and updated in the full risk register linked above. Add additional rows as required

|  |  |  |  |
| --- | --- | --- | --- |
| **Key risks** | **Initial risk rating** | **Updated risk rating** | **Mitigation strategy and effectiveness** |
|  |  |  |  |
|  |  |  |  |

## Contractor Performance

[Number] contractor performance reports have been completed and recorded in the Contract Management Workbook to date. [Number] reports are currently ongoing. The table below outlines the key findings of completed contractor performance reports. Add additional rows as required

|  |  |
| --- | --- |
| **Date completed** | **Key findings** |
|  | * *Briefly summarise contractor performance to date, outlining key strengths and/or issues (e.g. KPI achievement (refer to the Contract Management Workbook for KPIs), invoicing accuracy, contractor reporting requirements, contractor communications, innovative or continuous improvement initiatives)* * *Outline any additional strategies that have been implemented to manage contractor performance* * *Outline what feedback has been provided to the contractor and the contractor’s response* |

## Contract Review and Extension Options

Before extending a contract, confirm that the Contractor is not debarred or suspended under the [Western Australian Debarment Regime](https://www.wa.gov.au/organisation/department-of-finance/debarment-regime). Refer to the [Excluded Suppliers](https://www.tenders.wa.gov.au/watenders/news/browse.do?CSRFNONCE=BC47BF6C8B895C8C0C0CB75B4FF0C4AF&&ss=1) page on Tenders WA for more information.

[Number] contract review reports have been completed to date. [Number] reports are currently ongoing. The table below outlines the key findings of completed contract reviews and provides a brief justification of why an extension option was exercised or declined (where applicable). Add additional rows as required

|  |  |  |
| --- | --- | --- |
| **Date completed** | **Key findings** | **Resultant action(s)** |
|  | *Outline key findings of the contract review including:*   * *a brief summary of performance to date (e.g. milestones, deliverables, value for money, budget position)* * *whether the contract is meeting the business need/objectives* * *key strengths and issues of the contract* | *Outline the resultant actions of the review (e.g. the first extension option was exercised, additional performance management strategies were implemented) and provide a brief justification for them* |
|  |  |  |

## 

## Declarations of Conflict of Interest

During the contract term, the below conflicts of interest were declared and managed accordingly.

|  |  |
| --- | --- |
| **Conflict declared** | **Management strategy** |
|  |  |

## Transition Out

A contract transition plan [has been/will be] prepared for the transition out of this contract as a result of [the contract ceasing/the transition from [outgoing contractor] to [incoming contractor]].

The critical issues to be managed include:

*Outline the critical issues and success factors required for a smooth and successful transition out.*

*A Contract Transition Form for low risk contracts and a Contract Transition Plan for medium to high risk contracts is available on* [*WA.gov.au.*](https://www.wa.gov.au/government/document-collections/goods-and-services-templates) *You may wish to include the Contract Transition Form or Plan as an appendix to this Contract Management Plan.*

## Contract Assignment or Novation

Refer to the [Assignment and Novation Guideline](https://www.wa.gov.au/government/multi-step-guides/procurement-guidelines/contract-management-guidelines/assignment-and-novation-guideline) to understand the difference between the two and the processes that should be followed.

The contract with [insert company name] was [assigned/novated] on [day month year]. The outgoing party, [insert company name], was replaced by the incoming party, [insert company name].

The contract was [assigned/novated] because: Outline reasons for contract assignment/novation.

*An Assignment of Contract Deed and Novation of Contract Deed template are available from* [*WA.gov.au.*](https://www.wa.gov.au/government/document-collections/goods-and-services-templates)

## Panel Refreshes (for panel arrangements only)

[Number] panel refreshes have been completed to date. The procurement process used [was the same as / was different to] the process used to establish the panel. If a different procurement process was used, outline the reasons why.

Outline any key strengths of the process, key issues that arose, and/or ideas for improving the process in future.

If there were any significant changes to the composition of the panel, detail them here.