Contract Award / Handover

Checklist

Checklist

Pre-Award

Before formally awarding the contract:

- **Finalise contract terms:** Ensure all obligations, Key Performance Indicators (KPIs), milestones, service levels are clearly defined.
- **Verify financial standing:** Confirm supplier solvency, insurance, guarantees, and any parent company support.
- **Risk assessment update:** Confirm that all medium-to-high risks have mitigation measures, assigned owners, and escalation routes.
- **Internal approvals:** Obtain all necessary approvals from senior management or steering boards.
- **Stakeholder engagement:** Notify relevant internal teams, e.g., finance, operations, legal, I.T., technical leads, User Intelligence Groups (UIGs) and external stakeholders (if relevant).
- **Document control:** Ensure the final contract, schedules, and supporting documentation are properly versioned and stored.

Formal Contract Award

Open or close

Award notification: Send formal letters via Public Contracts Scotland (PCS) or direct communication, including standstill periods if applicable.

Record decision: Document the award decision, including rationale, evaluation scores, and approvals.

Contract signing: Ensure both parties sign all contract documents.

Communicate obligations: Share the contract's reporting, performance, and governance requirements with the supplier.

Handover Planning

Open or close

Transition plan: Develop a detailed plan covering:

- Responsibilities of the Contract Manager(s)
- Supplier on-boarding timeline
- Systems access, document handover, and key contacts
- Initial performance reporting schedule
- Communication and escalation procedures

Resource allocation: Ensure staff are assigned for monitoring, reporting, and day-to-day liaison.

Risk transfer confirmation: Confirm the supplier has accepted and understands risk responsibilities.

Technical readiness: Confirm any relevant technical systems, premises, or equipment are prepared for delivery.

Handover / Kick-Off

Open or close

Kick-off meeting: Hold a formal meeting with all relevant stakeholders and the supplier to review:

- Contract objectives, deliverables, Key Performance Indicators (KPIs), and timelines
- Governance and reporting requirements
- Risk register and mitigation measures
- Communication and escalation processes
- Initial invoicing, payment schedules, and milestones

Action log: Maintain a live log of actions and responsibilities arising from the meeting.

Supplier induction: Ensure supplier staff are familiar with reporting templates, IT systems, and relevant Scottish public sector policies.

Early Performance Monitoring

Open or close

Initial reporting period: Typically the first 1–3 months, focusing on compliance, milestone delivery, and financial tracking.

Check risk response: Review supplier's approach to initial risks and ensure mitigation measures are in place.

Early corrective action: Address any deviations immediately to prevent escalation.

Document lessons: Capture handover lessons for future contracts.

Key Governance and Oversight

Open or close

Steering group oversight: Ensure a formal governance forum is in place for medium-to-high risk contracts.

Regular reporting: Agree the frequency (monthly or quarterly) for performance, risk, and financial reporting.

Escalation routes: Clarify which issues escalate and to whom – e.g. Contract Owner, Senior Reporting Officer (SRO), or senior management.

Audit and assurance: Ensure internal audit or independent assurance is scheduled for the first 6–12 months.

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Documentation / Record-Keeping

- Signed contract and all schedules
- Risk register and mitigation plans
- Governance and reporting frameworks
- Kick-off meeting minutes and action log
- Supplier contact and escalation details
- Performance and financial monitoring templates

Quickfire Guide

Quickfire Guide

Summary of Steps

Phase	Key Actions
Pre-Award	Approvals, risk assessment, financial checks, stakeholder briefing
Contract Award	Sign contract, notify supplier, record decisions
Handover Planning	Transition plan, resource allocation, technical readiness
Kick-Off / Handover	Stakeholder meeting, review Key Performance Indicators (KPIs), confirm risk, action log
Governance & Oversight	Regular reporting, escalation, audit assurance
Documentation	Keep all records accurately filed and easy to be found

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Key Principles

1. Ensure **clear roles, responsibilities, and escalation routes**.
2. Confirm **supplier readiness and risk understanding**.
3. Maintain **structured communication and reporting** from day one.
4. Treat the **first 1–3 months as critical** for embedding good contract management practices.

Document everything for **audit and lessons learned**

Any documents you need are listed below

Contract and Supplier Management Handover Checklist

(file type: docx)

Contract and Supplier Management Handover Document

(file type: docx)