

**“Supplier Name”
Contract and supplier management account pack**

Author Name

Team Name

Date

Organisation

This pack is intended to provide a repository where the current and historical contract/ supplier status can be recorded, and should be the ‘go to’ place for anyone wanting to understand the current contract status

Contents

1. Contract and Supplier Management Teams
2. Spend Overview
3. Suppliers Customers and Competitors
4. Supplier Health Check
5. Objectives
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Contract and Supplier Management Team

Public Sector Account Team		Supplier's Account Team	
Role	Name	Role	Name
Executive Sponsor		Supplier MD	
Supplier / Contract Manager		Account Manager / Executive	
Contributors		Account Team	

Spend Overview

Organisation's Spend

(double click on tables to update)

Contracted Spend

CA / Department	Contract		Product / Services	Contract		Notice Period	Annual Spend					Comments
	Name	Description		Start Date	End Date		2009	2010	2011	2012	2013	
FM	Supplier A	Washroom Solutions	Paper Towels & Soap	01/04/2009	30/03/2014	90 days	£120,000	£115,000	£118,000	£110,000	£105,000	
							£120,000	£115,000	£118,000	£110,000	£105,000	

Non-Contracted Spend

CA / Department	Supplier Name	Product / Services	Annual Spend					Comments
			2009	2010	2011	2012	2013	
FM	Supplier A	Hygiene bins	£5,000	£5,850	£7,500	£8,000	£8,500	
Grand Total			£5,000	£5,850	£7,500	£8,000	£8,500	
			£125,000	£120,850	£125,500	£118,000	£113,500	

Other Public Sector Spend

Contracted Spend

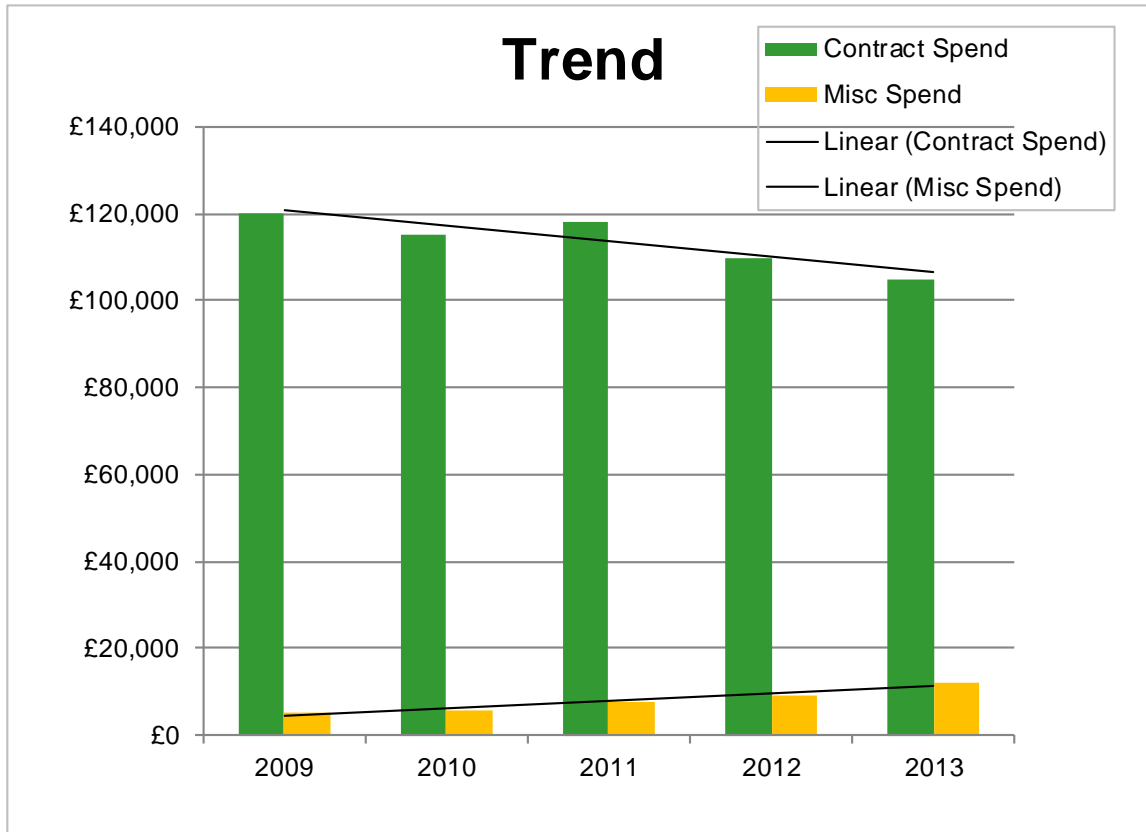
CA / Department	Contract		Product / Services	Contract		Notice Period	Annual Spend					Comments
	Name	Description		Start Date	End Date		2009	2010	2011	2012	2013	
CA 1	Supplier A	Washroom Solutions	Paper Towels & Soap	01/04/2009	30/03/2014	90 days	£156,000	£125,000	£168,000	£170,000	£165,000	
CA 2	Supplier A	Washroom Solutions	Paper Towels & Soap	01/01/2009	30/03/2014	90 days	£86,000	£88,000	£82,000	£90,000	£85,000	
CA 3	Supplier A	Hygiene Products	Hygiene Bins	01/01/2011	31/12/2014	90 days	£0	£0	£68,000	£66,000	£76,000	
							£242,000	£213,000	£318,000	£326,000	£326,000	

Non-Contracted Spend

CA / Department	Supplier Name	Product / Services	Annual Spend					Comments
			2009	2010	2011	2012	2013	
CA 1	Supplier A	Hygiene Bins	£7,000	£6,800	£8,200	£9,000	£9,400	
CA 2	Supplier A	Hygiene Bins	£5,600	£5,500	£4,200	£6,100	£6,900	
CA 3	Supplier A	Paper Towels & Soap	£4,800	£5,200	£6,100	£6,600	£7,400	
Grand Total			£17,400	£17,500	£18,500	£21,700	£23,700	
			£259,400	£230,500	£336,500	£347,700	£349,700	

Organisations Spend Observations *from slide 5*

(to update – right click on chart & select 'edit data')

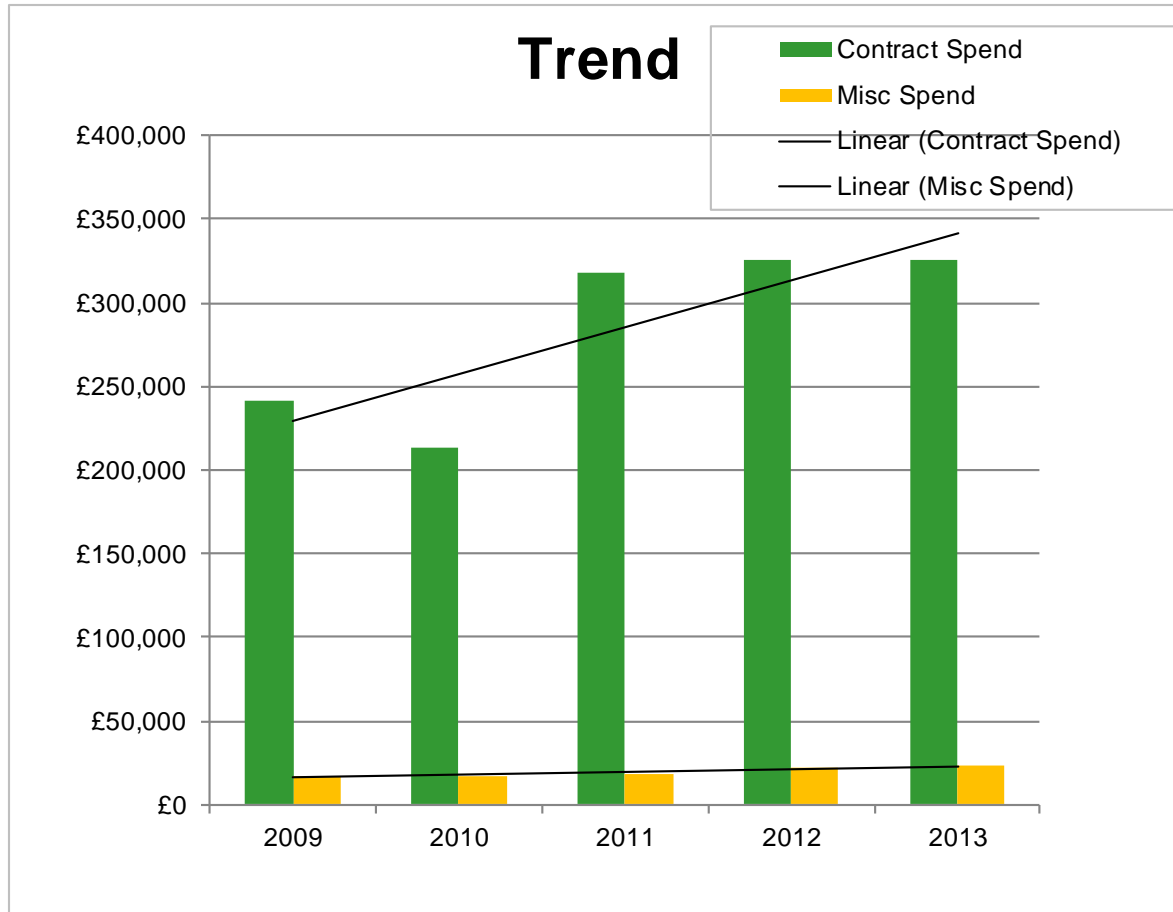


Observations

“Populate chart with spend data from the previous slide (spend overview), and add comments here on trends and influencing factors.”

Organisations Spend Observations

(to update – right click on chart & select 'edit data')



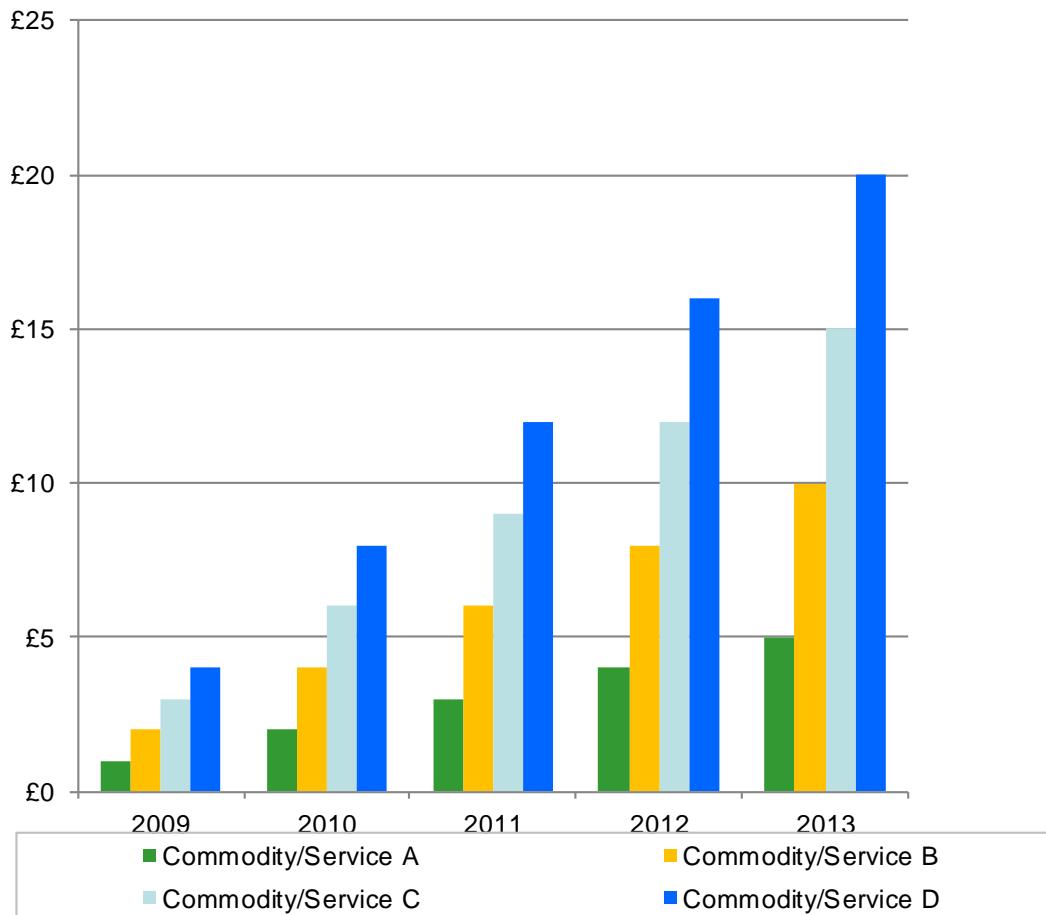
Observations

“Populate chart with spend data from the spend overview table, and add comments here on trends and influencing factors.”

Whole Spend with Supplier **XX** by Commodity/Service

(to update – right click on chart & select 'edit data')

Trend



Reference: PCD35-A

Observations

“Obtain spend data by commodity/service and populate chart. Add comments here on trends and influencing factors.”

Released: 16/01/2015

Supplier's Customers

“List the key customer base of the supplier and detail the products / services supplied”

Industry	Customer	Spend with Supplier	Services / Products supplied	Where?	Since when?

Supplier's Competitors

“List the supplier’s competitors and detail the products / services supplied and competitive advantage / disadvantages”

Supplier Name	Industry Coverage	Major Customers	Services / Products supplied	Where?	What competitive advantage / disadvantage does the Supplier have?

Supplier Health Check

When contracts are awarded, they are awarded following a thorough and comprehensive evaluation process.

Part of this process ascertains some 'standard' elements. These are:

- Business Probity / Financial Probity (refer to Appendix 1)
- CIS Registration (construction only);
- Conviction of Criminal Offences;
- Compliance with Legislation and Regulatory Provisions (including Equality);
- Corporate Social Responsibility: Sustainability and Environmental;
- Health and Safety;
- Insurances.

Contract Management will consider a review of all of the above (if asked at tender stage) and the frequency of these checks will be in line with the type of contract, e.g. **strategic** and **bottleneck** contracts will have these checks undertaken more frequently than **leverage** and **routine**.

Throughout the history of the contract, it is advisable that an up to date register of (at least) the above information is maintained

Appendices

(Minimum Suggested)

- Business Probity Template – Appendix 1
- Contract terms and conditions (as per your specific contract)
- [Risk Register](#)
- Balanced Scorecard – Appendix 2
- Review Meeting Minutes – Appendix 3
- Latest Benchmarking Data (as per your specific contract)
- [Exit Strategy](#)

Appendix 1 – Business Probity Template

Risk Evaluation	Score	Comments
Rating		
Risk Indicator		
Failure Score		
Delinquency Score		
Days Beyond Terms		
Maximum Credit Limit		
Legal Events	Score	Comments
Number of Court Judgements		
Value of Court Judgements		
Number of Mortgages & Chases		
Associations	Score	Comments
Parent Company		
Number of Principals		
Financial Summary	Score	Comments
Latest Accounts Date		
Tangible Net worth		
Turnover		
Financial Strength Indicator		

Appendix 2 - Balanced Scorecard



Appendix 3 - Performance Review Meeting

Performance Review Meeting

Reporting Period:

Meeting Participants

Name

Organisation

Position

Balanced Scorecard

	Demand Side	CM	Supply Side		Demand Side	CM	Supply Side
Quality				Sustainability			
Fit for Purpose				Corporate Social Responsibility			
Corporate Social Responsibility				XXXXX			
Continual Improvement/Innovation				XXXXX			
Change Management							
Service				Cost			
Responsiveness				Pricing Stability			
Complaints				Invoice Accuracy			
Management Information				Cost Reduction Initiatives			
Communication							
Education/Training							
Lead Time/Delivery Time							
On Time Delivery against Objectives							
Accuracy							
Ownership / Involvement							

3. Customer Performance

Customer Performance Issues Impacting (or with the potential to impact) the Suppliers Ability to Fulfil their Contractual Obligations

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-
-
-
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4. Key Improvement Areas / Opportunities

General Performance Issues

Issue	Responsibility	Timescales

Cost Issues / Opportunities

Issue / Opportunity	Responsibility	Timescales

Process Issues / Opportunities

Issue / Opportunity	Responsibility	Timescales

Key Improvement Areas / Opportunities (contd.)

CSR Issues / Opportunities

Issue / Opportunity	Responsibility	Timescales

Innovation / Value Add Issues / Opportunities

Issue / Opportunity	Responsibility	Timescales

5. Supplier Presentation

Opportunity for the supplier to provide their business review, including Financials, strategy, overarching objectives etc

6. Meeting Summary and Review of Action items

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