

	Bronze	Silver	Gold	Platinum
Contract Governance				
CM Plan (produced and reviewed annually)	x checklist only	✓	✓	✓
CM Schedule and Tracker	✓	✓	✓	✓
End User Handbook (provided by supplier, updated annually)	✓ updated as required	✓	✓	✓
Performance meetings with supplier and client team	x	quarterly	monthly	fortnightly
Contract Change Controls / Variations (Register and Forms)	✓ one for multiple contracts	✓ per contract	✓ per contract	✓ per contract
Dispute / Issue Resolution (complexity of contract will impact resource required to deal with these)	✓	✓	✓	✓
Contract Budget controls (POs set and payments validated; savings identified and recorded ; Budget monitor in place and updated)	x Check invoices match award values	✓ quarterly	✓ monthly	✓ monthly
Benchmarking review	x	✓ once	✓ every 2 years	✓ annually
Contingency and BCP plans and review	x	✓ every 2 years	✓ annually	✓ annually
Supplier financial and business standing review	x by exception	✓ annually	✓ annually	✓ annually
Strategy & Improvement meetings	x	x	✓	✓
Contract Reporting				
Supplier Scorecards: Supplier to complete and return to CM	x	x	✓ quarterly	✓ monthly
CM validation of Scorecard for Council Dashboard Report	x	x	✓ quarterly	✓ monthly
Customer/user surveys / feedback by supplier	✓ end of contract	✓ annually	✓ annually	✓ quarterly

Benefits Realisation update	x checklist only	✓ annually	✓ annually	✓ annually
Risk Register	x	✓ annually	✓ quarterly	✓ quarterly
Budget monitoring report	✓	✓	✓	✓
Contract Resourcing				
Dedicated Contract Manager	x	✓	✓	✓
Assigned contract owner	✓	✓	x	x
Team based CM/CA	✓	✓	x	x
Executive SRO	x	x	✓	✓
CM Training - Formal / External	x	x	x	✓
CM Training - In-house/online	✓	✓	✓	x
Procurement Service Support				
Procurement Strategy support (pre-procurement & exit planning)	x	x	✓	✓
Soft Market Testing	x	x	✓	✓
Contract Transition Checklist (CM Plan, Lessons learnt etc)	x	✓	✓	✓
Classification of Contract (Tiering Tool)	✓	✓	✓	✓
Maintaining the Contract Management Framework	✓	✓	✓	✓
Maintaining Tools and Templates for CM	✓	✓	✓	✓
Facilitate Training Programme for CMs	✓	✓	✓	✓
Overseeing corporate reporting of contracts	x	x	✓	✓
Advising in commercial issues	x	x	✓	✓
Support in commercial disputes	x	x	✓	✓
Engagement with CM on re-procurement	✓	✓	✓	✓
Tendering support	✓	✓	✓	✓