

Lessons from managing national contracts

Gerald Toal
Corporate & Professional Services

Scottish Procurement



Scottish Government
Riaghaltas na h-Alba
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WHO WE ARE AND WHAT WE DO

Scottish Procurement – Corporate and Professional Services

<http://www.gov.scot/Topics/Government/Procurement/directory>

- 26 Frameworks and 3 Contracts – £200M per annum – 69 suppliers – 46 SMEs.

http://intranet/content/corporate/systems/staffdirectory/Search/BranchDetails.aspx?id=2437 Staff Directory - Branch Det...

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Functions

- 1) Procurement Collaborative Contracts
- 2) Support the central government sector in Procurement Development
- 3) Procurement - Cat A National
- 4) Leadership of procurement reform within central government sector
- 5) Lead the Procurement Collaboration Group for central government
- 6) Support SPD deliver relevant National Outcomes
- 7) Support the Procurement Collaboration Group
- 8) Leadership of collaborative procurement across central government sector
- 9) Support Procurement Best Practice across the central government sector

Enquiry Point(s)

Name	Phone-Internal	Phone-External	Fax-Internal	Fax-External
	40865	01312440865	40449	01312440449

Head of CSGPD : Collaborative Procurement - Professional & Corporate Services

Name	Email	Job Title	Ext	Area	Location
Elliot C (Calum)		Head of Collaborative Procurement	40454	Area 3A South	VICTORIA QUAY

Assistant

Name	Email	Job Title	Grade	Ext	Area	Location
Thomson J (Jim)		CGPSS Benefits & MI Specialist	B1	40431	Area 3F North	VICTORIA QUAY

Members

Name	Email	Job Title	Functions	Grade	Ext	Area	Location
McNaught M (Moir)		Portfolio Manager	1	C2	25927	7th Floor	ATLANTIC QUAY GLAS.
Toal G (Gerald)		Portfolio Manager		C1	25658	7th Floor	ATLANTIC QUAY GLAS.
Tyczynska J (Jan)		Portfolio Manager	1-2,6,9	C1	20210	7th Floor	ATLANTIC QUAY GLAS.
Bilton D (David)		Senior Portfolio Specialist		B3	43627	Area 3A South	VICTORIA QUAY
Collin L (Lynda)		Portfolio Specialist	1	B3	40434	Area 3A South	VICTORIA QUAY
Cowan K (Kathleen)		Senior Portfolio Specialist		B3	20129	7th Floor	ATLANTIC QUAY GLAS.
Dougall A (Alastair)		Senior Portfolio Specialist	1	B3	25594	7th Floor	ATLANTIC QUAY GLAS.
Mactavish N (Neil)		Senior Portfolio Specialist		B3	25589	7th Floor	ATLANTIC QUAY GLAS.
Russell D (Darren)		Senior Portfolio Specialist	1	B3	43645	Area 3A South	VICTORIA QUAY
Brydon P (Paul)		Procurement Portfolio Specialist	1	B2	43718	Area 3A South	VICTORIA QUAY
Pittman L (Lisa)		Procurement Portfolio Specialist		B2	25628	7th Floor	ATLANTIC QUAY GLAS.
Williamson FW (Fraser)		Portfolio Specialist		B2	20206	7th Floor	ATLANTIC QUAY GLAS.

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STRATEGIC FRAMEWORK MANAGEMENT

17. Framework and Call Off Contract Management

17.1 Both the Framework Agreement and associated Call-Off Contract activity are subject to Contract Management which is carried out by the Authority, the Contractor and the Framework Public Body and is a requirement under both the Framework Agreement and individual Call-Off Contracts. It consists of the mobilisation, management, transition and closure in relation to the Framework/Call Off-Contract.

17.2 The roles and responsibilities of the Contractor, the Framework Public Body and the Authority to deliver Framework/Call-Off Contract Management are detailed below. The Contractor's Roles & Responsibilities are as follows:

17.2.1 assisting with the development of the Framework/call-off contract management plan;

17.2.2 providing a Contract Manager to support managing the Framework with the Authority and Contractor;

17.2.3 the nominated Contract Manager shall communicate with the Authority and the Framework Public Body and the Authority;

17.2.4 launching the Framework to the Framework Public Body and the Authority;

17.2.5 meeting, monitoring and reporting on the Contractor performance under the Framework Agreement to the Framework Public Body and consolidated Framework Public Body and consolidated management information to the SPCD Strategic Contract Manager on a quarterly basis, including providing individual and consolidated Framework Public Body and consolidated management information to the SPCD Strategic Contract Manager as required;

17.2.6 meeting, continually improving, monitoring and reporting on the Contractor performance under the Framework Agreement to the Framework Public Body and consolidated Framework Public Body and consolidated management information to the SPCD Strategic Contract Manager on a quarterly basis. The Contractor must provide information to the SPCD Strategic Contract Manager as required;

This and the following 4 pages comprise Schedule 4 to the Framework Agreement between the Scottish Ministers and Precise Media Monitoring Ltd

SCHEDULE 4 – MANAGEMENT ARRANGEMENTS

4.1 Both the Framework Agreement and associated Call-Off Contract activity are subject to Contract Management which is carried out by the Authority, the Contractor and the Framework Public Body and is a requirement under both the Framework Agreement and Call-off Contracts. It consists of the mobilisation, management, transition and closure in relation to the Framework/Call-off Contract.

4.2 The roles and responsibilities of the Contractor, the Framework Public Body and the Authority to deliver Framework/Call-off Management are detailed below. The Contractor's Roles & Responsibilities are as follows:

4.2.1 assisting with the development of the Framework/call-off contract management plan;

4.2.2 providing a Contract Manager to manage the Framework with the Authority and Contractor;

4.2.3 the nominated Contract Manager shall communicate with the Authority and the Framework Public Body and the Authority;

4.2.4 launching the Framework to the Framework Public Body and the Authority;

4.2.5 meeting, monitoring and reporting on the Contractor performance under the Framework Agreement to the Framework Public Body and consolidated Framework Public Body and consolidated management information to the SPCD Strategic Contract Manager on a quarterly basis, including providing individual and consolidated Framework Public Body and consolidated management information to the SPCD Strategic Contract Manager as required;

4.2.6 meeting, continually improving, monitoring and reporting on the Contractor performance under the Framework Agreement to the Framework Public Body and consolidated Framework Public Body and consolidated management information to the SPCD Strategic Contract Manager on a quarterly basis. The Contractor must provide information to the SPCD Strategic Contract Manager as required;

4.2.7 working with each Framework Public Body to develop and format for tailored management information reports where required;

4.3 The Framework Public Body Roles & Responsibilities are as follows:

4.3.1 assisting with the development of the Framework/call-off contract management plan;

4.3.2 providing a contract manager to support managing the Framework with the Authority and Contractor;

4.3.3 communicating with the Contractor and the Contracting Authority;

4.3.4 supporting/attending Framework Launch events if required;

4.3.5 Framework Public Body Contract Management – managing day to day contract operations and day-to-day raising of purchase orders as per the terms of the Framework;

4.3.6 verifying spend under the Framework to the SPCD Strategic Contract Manager on a quarterly basis;

4.3.7 monitoring and reporting on the Contractor performance under the call-off contract to the SPCD Strategic Contract Manager on quarterly basis against the agreed performance management measures;

4.3.8 working with the Contractor to develop and agree specific requirements and format for tailored management information reports;

4.3.9 request, receive and review additional management information reports and provide feedback for any additional information to be included or further development of format where required;

4.3.10 attending and contributing to meetings run by the SPCD Strategic Contract Manager;

4.3.11 attending and contributing to Framework/Call-off Contract management meetings;

4.3.12 resolving order/operational issues and complaints;



BALANCED SCORECARD

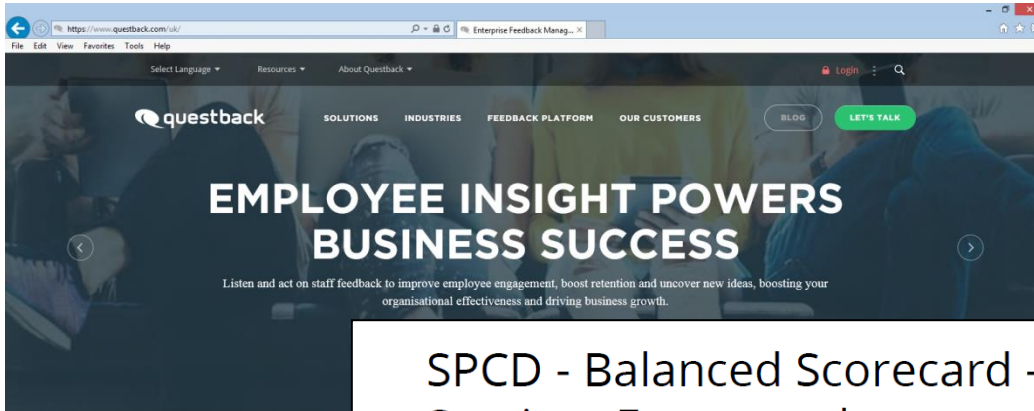
Procurement Journey

<https://www.procurementjourney.scot/route-2/route-2-contract-supplier-management-managing-improving-performance>

Quality <ul style="list-style-type: none"> Fit for purpose products/services Returns Continuous Improvement / Innovation Change Management 	Service <ul style="list-style-type: none"> Responsiveness Complaints Management Information 	Use the TAB key to navigate through form						
		Please send completed form to: @example.co.uk						
		Send Completed Form						
		Your Contact Details			Contract Details			
		Name:			Contract Ref:			
		Organisation:			Supplier Name:			
		Job Title:			or			
		e-mail:			or			
		Contact Number:			or			
		Sustainability <ul style="list-style-type: none"> Corporate Social Responsibility 	Scoring	Key Performance Area	(Optional) Performance Criteria Considerations	1.	2.	3.
Major Concerns	Minor Concerns					Meeting Expectations	Exceeding Expectations	
Responsiveness								
Complaints								
Management Information								
Communication								
Education/Training								
Compliance with specification								
Returns								
Sustainability								



BALANCED SCORECARD THROUGH QUESTBACK



SPCD - Balanced Scorecard - Media Services Framework

Hi there,

This is a chance for you to provide valuable feedback on the Framework Agreement.

It would be very much appreciated if you could provide feedback.

Thank you in advance.

1) Please enter your organisation's name

Name

Address

Phone number

3) What have you (as framework Public Body) actively done in terms of Contract Management and what processes have you deployed? Please select all that apply.

- ☐ Assisted with development of the Call-Off contract management plan;
- ☐ Provided a Contract Manager;
- ☐ Effectively communicated with the Precise Media Monitoring Ltd;
- ☐ Managed day-to-day contract operations and day-to-day raising of purchase orders as per the terms of the Framework;
- ☐ Verified spend under the Framework to the SPCD Strategic Contract Manager on a quarterly basis;
- ☐ Monitored and reported on Precise Media Monitoring Ltd's performance under the Call-Off Contract to the SPCD Strategic Contract Manager on quarterly basis against the agreed performance management measures;
- ☐ Worked with Precise Media Monitoring Ltd to develop and agree specific requirements and format for tailored management information reports;
- ☐ Request, receive and review additional management information reports and provide feedback for any additional information to be included or further development of format where required;
- ☐ Attended and contributed to Framework Public Body meetings run by the SPCD Strategic Contract Manager;



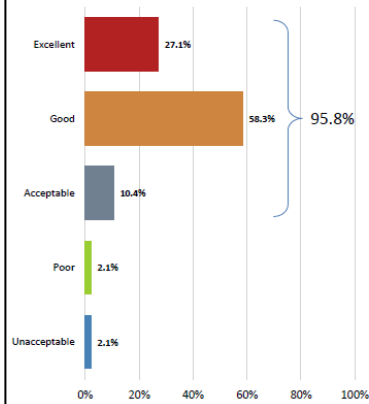
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BALANCED SCORECARD THROUGH QUESTBACK

Summary of Delivery – Ordering Processes

Lyreco has the appropriate ordering systems and processes in place that allow for efficient access to required products.

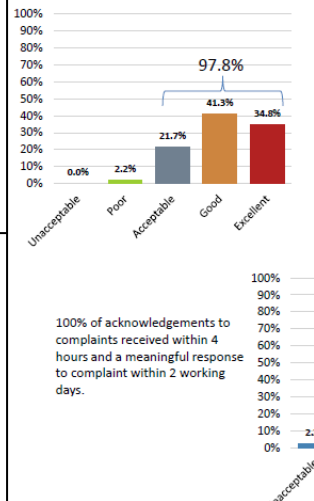
99% of catalogue items available for purchase and not out of stock or otherwise unavailable.



Summary of Customer Complaints, Issues & Disputes

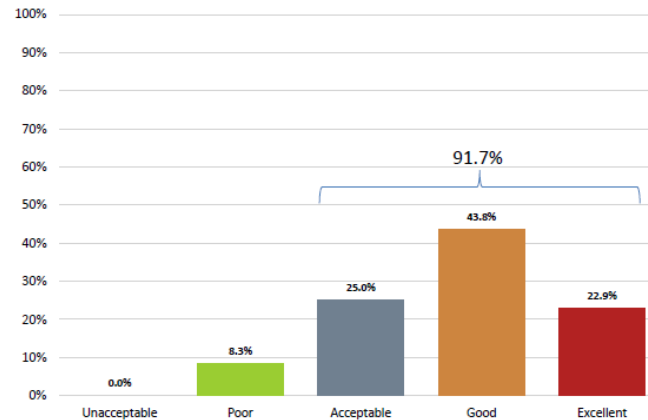
100% compliance with a complaints level of less than 2% of the total number of orders.

Where your organisation raised a complaint, issue and/or dispute Lyreco dealt with 100% of the issues effectively and efficiently, without need to be escalated to Scottish Procurement.



Summary of Cost – Added Value

Lyreco is aware of your organisations requirements and provides the most appropriate advice to reduce costs (e.g. best value product switching, implementing restricted product lists, advice on reducing overhead costs through more efficient buying behaviour)



Any questions?

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