Contract Management Matrix

	Goods	Works	Services	Critical Contracts
Low	• Collect and analyse KPI data **annually** • Provider follow up by exception	• Managed in line with JCT/ NEC* requirements for works that are deemed to be minor, or equivalent • Provider follow up by exception	• Collect and analyse KPI data **annually** • Provider follow up by exception	As per Low criteria (left), plus: • Review of Provider Plan on point of contract award • Develop Council Continuity Plan
Medium	• Collect and analyse KPI data **6 monthly** • Provider follow up by exception	• Managed in line with JCT/ NEC* requirements for works that are deemed to be intermediate, or equivalent • Provider follow up by exception	• Collect and analyse KPI data **6 monthly** • Test delivery against contracted quality framework, using verification visit and/or desktop review **at least once over the life of the contract**. *(Note that this includes review of the Provider Continuity Plan, and Council Continuity Plan where appropriate)* • Provider follow up by exception	As per Medium criteria (left), plus: • Review of Provider Plan on point of contract award • Develop Council Continuity Plan
High	• Collect and analyse KPI data **3 monthly** • Test delivery against contracted quality framework, using desktop review and sample check, **at least once over the life of the contract**. *(Note that this includes review of the Provider Continuity Plan, and Council Continuity Plan where appropriate)* • Provider follow up by exception	• Managed in line with JCT/ NEC* requirements for works that are deemed to be major, or equivalent • Provider follow up by exception	• Collect and analyse KPI data **3 monthly** • Test delivery against contracted quality framework, using verification visit and/or desktop review **annually over the life of the contract**. *(Note that this includes review of the Provider Continuity Plan, and Council Continuity Plan where appropriate)* • Provider follow up by exception	As per High criteria (left), plus: • Review of Provider Plan on point of contract award • Develop Council Continuity Plan

* A review of works terms and conditions is currently underway and this is subject to change