
Overview

This standard has been imported from the Managing Justice Sector services standards (Unit HF18) and was originated by Skills for Justice

This standard is for first line managers/supervisors in the FM environment. It is about helping managers to specify, commission and manage external contracts and agreements, including Service Level Agreements (SLAs). It is designed to include all forms of contracting with outside suppliers. It also includes managing grants made to agencies and community organisations for the provision of services e.g. grant funding of community safety projects. The term 'agreement' is more commonly used than contract in such cases so both have been used in the Unit. Service providers are also more likely to be preparing 'bid' for grants rather than tenders so again, both terms have been used.

The specification may be for either goods or services so 'supplier/service provider' has been used to include both.

Specify, commission and manage external contracts and agreements

Performance criteria

- You must be able to:*
- P1 identify the need for outsourcing products or services and agree with appropriate stakeholders
 - P2 develop contract/agreement specification and agree with appropriate stakeholders
 - P3 identify relevant energy efficiency measures that will influence the specification of products and services to be outsourced and include them in final specifications
 - P4 publicise contract specification in appropriate ways and invite tenders/bids
 - P5 draw up shortlist of potential suppliers/service providers using agreed criteria
 - P6 select contractor following agreed national and organisational selection procedures
 - P7 establish a contractual agreement with supplier/service provider
 - P8 agree and review quality control compliance monitoring procedures
 - P9 keep internal and external stakeholders informed about the contractual process
 - P10 develop a contract compliance monitoring plan and agree with stakeholders
 - P11 agree protocols and procedures for monitoring contract/agreement compliance with external supplier
 - P12 implement and manage contract/agreement compliance monitoring procedures
 - P13 review and evaluate contract progress and outcomes with supplier/service providers and agree any actions that need to be implemented

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Knowledge and understanding

You need to know and understand:

- K1 national and organisational policies and procedures on commissioning and service level agreements
- K2 relevant energy efficiency measures that will influence the specification of products and services to be outsourced and include them in final specifications
- K3 methods of publicising contracts/agreement to be tendered
- K4 sources of external suppliers/service providers
- K5 how to produce a specification for external contracts/agreements
- K6 how to select external suppliers/service providers
- K7 the different types of contractual agreements that may be used across the Sector
- K8 the difference between inputs, outputs and outcomes
- K9 how to monitor and evaluate contract/agreement progress and compliance
- K10 what steps to take if the contract/agreement requirements are not met
- K11 what sanctions will be implemented if the contract outcomes are not met
- K12 what rewards can be implemented if contract terms and conditions are exceeded by the contractor
- K13 the ethical and legal requirements relating to the commissioning process and why it is important to comply with them

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Additional Information

Behaviours

- 1 You take personal responsibility for making things happen
- 2 You communicate clearly and effectively with stakeholders ensuring their understanding of and commitment to the process
- 3 You ensure that your publicity and selection criteria and practices are fair, transparent and follow good practice in terms of equality of opportunity
- 4 You clearly agree what is expected of others and hold them to account
- 5 You encourage external suppliers/service providers to discuss any potential problems and provide feedback in a positive way
- 6 You monitor contract progress on a continuous basis to establish any potential areas of concern and take steps to counteract these
- 7 You ensure the transparency and equality of the recruitment process and comply with all ethical and legal requirements for commissioning
- 8 You operate within the boundaries of your own role and responsibilities

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Relevant occupations Managers; Managers and Proprietors in Other Service Industries; Managers and Senior Officials; Operations Managers; Property Managers; Contract Managers; First Line Managers; Quality and Customer Care Managers; Team Leaders; Team Project Manager; Construction, Planning and the Built Environment

Suite Facilities Management

Key words Specify; Commission; Manage; contracting