



How we can help you manage contracts

Contract management across diverse service areas

- Our highly skilled contract management team is supported by our business intelligence, quality and performance and finance teams to ensure an integrated approach to contract management
- We have knowledge and experience across all service areas, including secondary care, mental health, community care, continuing healthcare and individual placements across all sectors including the NHS and the independent, voluntary, community, faith and third sectors
- We are experienced in managing multi-partner contracts and innovative contracts
- Our managers will work with you to understand your requirements and develop a bespoke, local service. We will adapt our established contract management methodology to deliver a robust contract governance framework linked closely to your own decision-making process
- In all of our work, we follow the highest information governance standards and we have developed a special tool for small non-NHS providers to download non-standard data safely



Support from all the members of the CSU has been invaluable for this procurement. They have been enthusiastic, reliable, well-informed and gone the extra mile to achieve the desired outcome. Most importantly, they have integrated incredibly well with both clinicians and managers in the CCG team.

Dr Charles Pidsley

Chair, East Staffordshire Clinical Commissioning Group

Our contract management experts' detailed technical understanding of the NHS Standard Contract helped save one healthcare system from approximately £35m worth of challenging contract claims in a complex, multi-issue dispute with a supplier.

For more information on our products and services contact us today:

Email: mlcsu.commercial@nhs.net

Visit us mlcsu.co.uk





End-to-end service

- Our end-to-end service links the whole of the procurement and contract management process
- We start by being clear on your aims and objectives for the service. This may involve a diagnostic phase or reviewing your existing contracts to enable you to make informed decisions about whether to continue contracts, cease them or put them out to tender
- Our services include:
 - contract review
 - provider market assessment and development
 - pre-procurement decision making
 - contract award and provider mobilisation
 - contract negotiation
 - activity and financial analysis
 - quality and performance management
 - ongoing contract management
- Our clear performance reports help you to identify how well suppliers are delivering on their commitments and we suggest actions and levers where suppliers are not meeting their contractual requirements. Our risk log also keeps you up to speed about the types and levels of risk and, where poor performance has been identified, we can bring in experts to mediate or organise turnaround teams to help improve the situation

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