

Management of Service Contracts Policy

Version Control Sheet

VERSION	DATE OF REVIEW	IMPLEMENTED AND AUDITED BY	STATUS	COMMENTS
4	01/04/2024	Ann Kelly (Registered Manager)	Active	To be reviewed 01/04/2025

Purpose

Clinical24 Staffing Limited recognises the importance of effectively managing service contracts to ensure the delivery of high-quality nursing services. This policy outlines the purpose, statement, and procedures for bid and tender management, proposal management, commencement strategy, and quality and performance monitoring in relation to service contracts.

Statement

Clinical24 Staffing Limited is committed to managing service contracts efficiently and effectively to meet client requirements, maintain regulatory compliance, and ensure the delivery of high-quality nursing services. This policy establishes guidelines and procedures for bid and tender management, proposal management, commencement strategy, and quality and performance monitoring to facilitate successful contract execution and continuous improvement.

Procedure and Guidance

Bid and Tender Management

- Clinical24 Staffing Limited will proactively seek out bidding and tendering opportunities that align with its capabilities and strategic objectives.
- The designated staff members responsible for bid and tender management will assess the suitability of opportunities, gather necessary information, and prepare accurate and competitive bids and tenders.
- Clinical24 Staffing Limited will comply with all relevant procurement regulations and guidelines, ensuring transparency and fairness in the bidding process.

Proposal Management

- Clinical24 Staffing Limited will develop comprehensive proposals that clearly articulate the proposed services, pricing, timelines, and deliverables.
- The designated staff members responsible for proposal management will collaborate with relevant stakeholders to ensure that proposals meet client needs and align with contractual requirements.
- Clinical24 Staffing Limited will prioritize accuracy, professionalism, and compliance in all proposal submissions.

Commencement Strategy

- Clinical24 Staffing Limited will develop a detailed commencement strategy for each service contract, ensuring a smooth transition from the awarding of the contract to the start of service delivery.
- The commencement strategy will include clear communication channels, onboarding processes, and training plans to facilitate effective contract implementation.

Quality and Performance Monitoring


- Clinical24 Staffing Limited will establish processes to regularly monitor and evaluate the quality and performance of service contracts.
- The designated staff members responsible for quality and performance monitoring will conduct periodic assessments, both internally and with client feedback, to ensure service delivery meets agreed-upon standards and identify areas for improvement.
- Any identified issues or gaps in performance will be promptly addressed through corrective actions, continuous staff training, and process improvements.

Review and Compliance

This Management of Service Contracts Policy will be reviewed annually to ensure compliance with internal policies, changes in legislation, and best practices. Clinical24 Staffing Limited will maintain records of bid and tender submissions, proposal management activities, commencement strategy plans, and quality and performance monitoring processes to demonstrate compliance and continuous improvement.

By implementing this Management of Service Contracts Policy, Clinical24 Staffing Limited ensures the effective management of service contracts, meeting client requirements, maintaining regulatory compliance, and continuously improving the quality of nursing services provided.

Next Review

Reviewed by:	Ann Kelly
Title:	Registered Manager
Signed:	
Last Review Date:	01/04/2024
Actions:	Address Updated

Next Review Date: April 2025