

Lessons Learned

The conclusion of any contract is the ideal time to review how well the contract performed.

You should explore lessons learned: these can inform future contract terms or strategies. The Organisation should determine what worked well and any areas which could be improved.

All those involved with the bid and/or contract, both in your Organisation and the bidder Organisations, should be asked for feedback. This could include a variety of roles e.g. contract managers, procurement officers, logistics, estate managers, etc.

Care and Support Services

Open or close

For Care and Support Services, please read the Care and Support Services Lessons Learned Guidance.

Quickfire Guide

Quickfire Guide

Lessons Learned - Example Questions

Lessons learned could consider, for example:

- What worked well and what didn't work?
- What areas of the contract were most important to you and your organisation?
- Were any innovations implemented and if so, what value-add did they deliver?

- Were there processes/practices used that could be improved upon or are not needed at all?
- Can Information and Communications Technology (ICT) systems be used in any way to improve performance?

Further examples include:

- the total cost of the contract, including staff costs, and costs which were not anticipated at the planning stage;
- the total savings achieved on contract value; and
- any impact of the exercise on the market.

Any documents you need are listed below

Care and Support Services Lessons Learned

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YOU HAVE NOW COMPLETED ROUTE 3 HOWEVER PLEASE REMEMBER TO CONTINUALLY UPDATE YOUR STRATEGY.