Contract kick-off meeting template

# Introduction

The purpose of the kick-off meeting is to ensure mutual understanding of contract objectives by both the customer and the supplier. The kick-off meeting also aims to establish and agree communication, reporting, delegation of authorities, performance, operational and commercial issues relating to the contract.

The kick-off meeting should be organised as soon as practically possible after the contract award, minuted as per the template and copies distributed to all parties following the meeting.

The contract manager and supplier representative must attend the kick-off meeting.

Other representatives from the customer (or other buyers or impacted stakeholders under the contract with the supplier) and from the supplier should be present, e.g. contract owner, users, etc.

# Responsibilities

The contract manager is responsible for conducting the kick-off meeting. The contract administrator is responsible for scheduling and taking minutes as per the template and distributing the completed minutes to all parties.

*User note: Remove this introduction page when using the template.*

|  |  |
| --- | --- |
| Attended by | |
| **Customer (insert customer name)** | **Supplier (Insert name)** |
|  |  |
|  |  |
|  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Kick-off meeting invite sent to | | | |
| **Name** | **Position** | **Department** | **Organisation** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  | | | |
| **Written By:**  [……….] | **Location:**  […………..] | **Tel. ext.**  [………] | **Date**  [………..] |

**Attachments: [……………………….]**

| Item No. | Action by and date | Description of discussions |
| --- | --- | --- |
|  |  | **Roles and key personnel** |
|  |  | Confirm key personnel and responsibilities of both the Customer and Supplier personnel |
|  |  |  |
|  |  | **Transition plan** |
|  |  | Key items for transition plan for the incoming Supplier |
|  |  | Contract management plan |
|  |  |  |
|  |  | **Compliance** |
|  |  | Leadership and commitment |
|  |  | Key objectives |
|  |  | Manpower, resources and competence assurance |
|  |  | Planning |
|  |  | Implementation and monitoring |
|  |  | Standards, procedures and document control |
|  |  | Management review and audits |
|  |  |  |
|  |  | **Health, safety and environment** |
|  |  | Key objectives |
|  |  |  |
|  |  | **Commercial** |
|  |  | Contract scope, specifications and drawings |
|  |  | Goods and services |
|  |  | Financial control (authorities and processes) |
|  |  | Variations and changes |
|  |  | Claims and disputes |
|  |  | Incentives and penalties |
|  |  |  |
|  |  | **Operational** |
|  |  | Timeline including milestones |
|  |  | Planned value of work |
|  |  | Resources (manpower, materials, equipment) |
|  |  | Key opportunities |
|  |  |  |
|  |  | **Performance** |
|  |  | Monitoring and schedule (meetings, field visits, inspections, reviews, audits) |
|  |  | Recording and reporting formats |
|  |  | Key performance indicator (KPI) review meetings |
|  |  | KPI monitoring, recording and reporting process |
|  |  | Performance and relationship management process |
|  |  |  |
|  |  | **Relationship** |
|  |  | Organisation, reporting and escalation process |
|  |  | Issuing and authorising instructions and variations |
|  |  | Resolving claims and disputes |
|  |  | Technical, operational, commercial contacts |
|  |  | **Procure to Pay (purchasing)** |
|  |  | Purchase order/service entry |
|  |  | Invoice format/completeness/receipt and processing |
|  |  | Payment terms |
|  |  | Procure to Pay contact information |

### Signatures

|  |  |  |  |
| --- | --- | --- | --- |
| For supplier | | For customer | |
| **Name:** |  | **Name:** |  |
| **Position:** |  | **Position:** |  |
| **Date:** |  | **Date:** |  |
| **Signature:** |  | **Signature:** |  |

***Contract kick-off meeting template***

|  |  |  |
| --- | --- | --- |
| **Version** | **Date** | **Comments** |
| v1.0 | July 2019 | Published |
| v1.1 | June 2025 | Minor updates made – highlights:   * DHPW corporate branding * Version change log, ‘Contact us’, ‘Disclaimer’ and ‘Administration’ sections added |

**The State of Queensland (Department of Housing and Public Works) 2025**

<http://creativecommons.org/licenses/by/4.0/deed.en>

This work is licensed under a Creative Commons Attribution 4.0 Australia Licence. You are free to copy, communicate and adapt this work, as long as you attribute by citing ‘Contract kick-off meeting template, State of Queensland (Department of Housing and Public Works) 2025’.

**Contact us**

We are committed to continuous improvement. If you have any suggestions about how we can improve this document, or if you have any questions, contact us at [betterprocurement@epw.qld.gov.au](mailto:betterprocurement@epw.qld.gov.au).

**Disclaimer**

This document is intended as a guide only for the internal use and benefit of government agencies. It may not be relied on by any other party. It should be read in conjunction with the Queensland Procurement Policy, your agency’s procurement policies and procedures, and any other relevant documents.

The Department of Housing and Public Works disclaims all liability that may arise from the use of this document. This document should not be used as a substitute for obtaining appropriate probity and legal advice as may be required. In preparing this document, reasonable efforts have been made to use accurate and current information. It should be noted that information may have changed since the publication of this document. Where errors or inaccuracies are brought to attention a reasonable effort will be made to correct them.

**Administration**

Version 1.1 of this document replaces all previous versions of this document and takes effect immediately.