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CONTRACTS MANAGEMENT | CON-021

Framework Agreements and Call-Off Contract Management

Contact

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Course content

Why Attend

Framework agreements allow organisations to establish terms with one or more suppliers for repeated purchases of goods, services or works, and then place individual call-off orders as needs arise. Used well, they reduce procurement time, secure better prices and build strong supplier relationships. Used poorly, they lead to non-compliant awards, uncontrolled spending and frustrated users.

This Framework Agreements and Call-Off Contract Management training course explains how to design, establish and manage frameworks effectively. Participants learn about single and multi-supplier frameworks, direct award and mini-competition procedures, pricing mechanisms, call-off terms, performance management, spend control and framework renewal, with particular attention to public procurement compliance.

Course Methodology

• The course uses sample framework agreements, call-off documents and spend data. Participants design a framework structure, run a simulated mini-competition, draft a call-off order, analyse framework performance data and plan a renewal strategy. Case studies highlight common compliance pitfalls and how to avoid them.

Course Objectives

• Explain the purpose, benefits and risks of framework agreements

• Design framework structures, lots and supplier numbers

• Establish pricing mechanisms and terms for call-offs

• Apply direct award and mini-competition procedures correctly

• Draft and manage call-off contracts and orders

• Monitor supplier performance across the framework

Target Audience

• Procurement and category managers

• Contract managers responsible for frameworks

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Course content

- Public sector buyers
- Suppliers and contractors on frameworks

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Course outline

Detailed course outline

Day-by-day outline for Framework Agreements and Call-Off Contract Management.

Day 1 - Understanding Framework Agreements

- 09:00-09:34 | What framework agreements are and how they work
- 09:34-10:08 | Benefits for buyers, suppliers and end users
- 10:08-10:42 | Risks of poorly designed or poorly managed frameworks
- 10:42-11:00 | Public procurement rules on frameworks in overview
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Public procurement rules on frameworks in overview (continued)
- 11:46-12:20 | Frameworks compared with term contracts and dynamic systems
- 12:20-12:53 | Examples of successful framework programmes
- 12:53-14:00 | Exercise: assessing whether a framework is appropriate

Day 2 - Designing and Establishing a Framework

- 09:00-09:34 | Defining scope, lots and expected demand
- 09:34-10:08 | Single-supplier and multi-supplier frameworks
- 10:08-10:42 | Selection and award criteria for framework suppliers
- 10:42-11:00 | Duration, capacity and maximum value considerations
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Duration, capacity and maximum value considerations (continued)
- 11:46-12:20 | Pricing schedules, rates and price adjustment
- 12:20-12:53 | Framework terms and call-off terms structure
- 12:53-14:00 | Workshop: designing a framework structure

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Day 3 - Awarding Call-Offs

- 09:00-09:34 | Direct award procedures and objective criteria
- 09:34-10:08 | Running mini-competitions efficiently and fairly
- 10:08-10:42 | Call-off evaluation and award documentation
- 10:42-11:00 | Drafting call-off orders and specifications
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Drafting call-off orders and specifications (continued)
- 11:46-12:20 | Managing user access and ordering authority
- 12:20-12:53 | Avoiding common compliance errors in call-offs
- 12:53-14:00 | Simulation: running a mini-competition

Day 4 - Managing Performance and Spend

- 09:00-09:34 | Key performance indicators across the framework
- 09:34-10:08 | Supplier reviews and performance scorecards
- 10:08-10:42 | Managing poor performance and remedies
- 10:42-11:00 | Monitoring spend against expected value
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Monitoring spend against expected value (continued)
- 11:46-12:20 | Demonstrating savings and value for money
- 12:20-12:53 | Managing price reviews and rate changes
- 12:53-14:00 | Exercise: analysing framework performance data

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Day 5 - Supplier Perspective and Renewal

- 09:00-09:39 | Winning work as a framework supplier
- 09:39-10:18 | Managing relationships with multiple users
- 10:18-10:57 | Lessons learned during the framework term
- 10:57-11:00 | Planning extension, renewal or retendering
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Planning extension, renewal or retendering (continued)
- 12:06-12:44 | Transition between old and new frameworks
- 12:44-13:22 | Governance and reporting of framework programmes
- 13:22-14:00 | Personal action plan for framework management

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Seminar dates

Available seminar dates

Live dates and pricing for Framework Agreements and Call-Off Contract Management generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	London	Classroom	**€2,915**
14 - 18 December 2026	Barcelona	Classroom	**€2,275**
21 - 25 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Istanbul	Classroom	**€2,825**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Framework Agreements and Call-Off Contract Management generated from the course details page.

Date	Location	Format	Fee
1 - 5 February 2027	Kuala lumpur	Classroom	**€2,425**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Madrid	Classroom	**€3,400**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Munich	Classroom	**€2,425**
3 - 7 May 2027	London	Classroom	**€2,915**

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Seminar dates

Available seminar dates

Live dates and pricing for Framework Agreements and Call-Off Contract Management generated from the course details page.

Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Paris	Classroom	**€2,810**
7 - 11 June 2027	London	Classroom	**€2,915**
14 - 18 June 2027	Barcelona	Classroom	**€2,275**
21 - 25 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Vienna	Classroom	**€3,425**

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Seminar dates

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Live dates and pricing for Framework Agreements and Call-Off Contract Management generated from the course details page.

Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Amsterdam	Classroom	**€3,215**
6 - 10 September 2027	London	Classroom	**€2,915**
13 - 17 September 2027	Barcelona	Classroom	**€2,275**
20 - 24 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Framework Agreements and Call-Off Contract Management generated from the course details page.

Date	Location	Format	Fee
4 - 8 October 2027	Dubai	Classroom	**€2,845**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Geneva	Classroom	**€3,315**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Istanbul	Classroom	**€2,825**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**