



Contract Resilience Score™

Overview

The **Contract Resilience Score™** is a diagnostic tool designed to help organisations quickly assess the strength, resilience, and operational effectiveness of their critical commercial contracts. It provides a structured, objective evaluation of whether contracts contain the provisions, governance mechanisms, and operational safeguards required to manage disruption, supplier risk, and regulatory expectations.

The score translates complex contract analysis into a clear, actionable resilience rating that highlights areas of strength as well as gaps that may expose the organisation to operational, financial, or compliance risks.

How It Works

The diagnostic is based on a structured **40-question assessment** covering the key components of contract resilience. Each question evaluates whether specific protections, processes, or governance mechanisms exist within the contract and how effectively they are operationalised.

Responses are scored using a maturity-based model that reflects increasing levels of resilience, from basic contractual provisions to fully operationalised and tested processes.

The assessment produces:

- A **section score** for each resilience domain
- A **weighted overall resilience score**
- A clear **RAG (Red / Amber / Green) rating**

Assessment Framework

The Contract Resilience Score™ evaluates five core dimensions of contract resilience:

1. **Liability & financial exposure (25%)**

Assesses the supplier's contractual liability, the extent to which indemnities are included in the contract, whether consequential loss exclusions are balanced, do the supplier's insurance provisions back liability, and whether financial recovery goes beyond service credits.

2. **Termination & exit rights (20%)**

Reviews whether the contract enables orderly transition, including termination rights, exit assistance, termination triggers, and exit commercials.

3. **Operational continuity (25%)**

Evaluates the mechanisms that ensure services can continue during disruption, including business continuity provisions, incident management, and service recovery arrangements.

4. **Governance & audit control (15%)**

Examines the oversight mechanisms supporting the contract, including governance structures, performance management, escalation processes and whether audit rights are included.

5. **Commercial flexibility (15%)**

Assesses pricing transparency, review mechanisms, volume flexibility, the extent to which innovation obligations are included and term commitment alignment.

Outputs

Upon completion, the assessment generates a Contract Resilience Score™ that provides:

- An **overall resilience score (0–100)**
- A **RAG resilience rating**
- A **section-by-section breakdown**
- Visual insights highlighting resilience strengths and vulnerabilities

These outputs enable organisations to quickly identify contractual weaknesses and prioritise improvement actions.

Benefits

The Contract Resilience Score™ helps organisations:

- Identify **hidden contractual risks**
- Strengthen **operational resilience**
- Improve **supplier and outsourcing arrangements**
- Align contracts with **regulatory and operational expectations**
- Support **continuous improvement of contract governance**

By converting complex contract analysis into a simple and structured diagnostic, the Contract Resilience Score™ enables organisations to move from reactive contract management to proactive resilience management.

Typical Use Cases

The Contract Resilience Score™ can be used to support:

- Contract health checks and reviews
- Supplier risk and resilience assessments
- Outsourcing and third-party governance programmes
- Pre-renewal contract evaluations
- Operational resilience initiatives



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Contract Resilience Score™ provides a practical, structured way to understand whether critical contracts can support the organisation when it matters most. The Contract Resilience Score™ framework, including the assessment structure, scoring model, and diagnostic methodology, is proprietary and may not be reproduced, adapted, or distributed without the prior written consent of Flexible Procurement Services Limited. Limited License for Users. Reports generated through the Contract Resilience Score™ assessment are provided for the internal use of the recipient organisation. They may not be redistributed, published, or used for commercial purposes without the permission of Flexible Procurement Services Limited. The Contract Resilience Score™ provides a structured diagnostic assessment based on information supplied by the participant. It is intended for informational purposes only and does not constitute legal advice.