



Essential Elements

Contract management is successful when a few essential elements are in place and the process includes:

- Preparing a Contract Administration Plan (CAP);
- Convening kick-off meetings;
- Scheduling regular meetings or on-site visits to customer agencies to monitor and discuss the progress of the contract and contractor's performance;
- Training for best practices in contract management;
- Establishing good communication between the central procurement office and customer agencies before, during, and after the contract has been awarded and signed. This keeps all parties informed of compliance statues and potential issues that may affect the fulfillment of the contractual obligations;
- Allowing changes to specifications and terms and conditions within the general scope of the original contract;
- Collecting meaningful data from user agencies;
- Assessing contract risks and monitoring after the contract has been awarded;
- Establishing performance metrics;
- Implementing reporting tools and having processes in place for user agencies to report deficiencies to the central procurement office;
- Using tracking tools to monitor spending patterns and whether a contract is working as intended;
- Collecting data from users regarding contract performance and customer needs for existing contracts, which is critical when drafting specifications to include in the next contract for similar products or services; and
- Having procedures in place for expedient resolution of contract disputes and claims, encouraging informal resolution while ensuring that the contractor has a fair opportunity to be heard.