

FOLLOWING THROUGH:

Establishing Long-term Success With A Contract Management Plan



Marcheta Gillespie, CPPO, C.P.M., CPPB, CPM
MG Procurement Consulting, LLC
Past NIGP President/Past UPPCC Chair

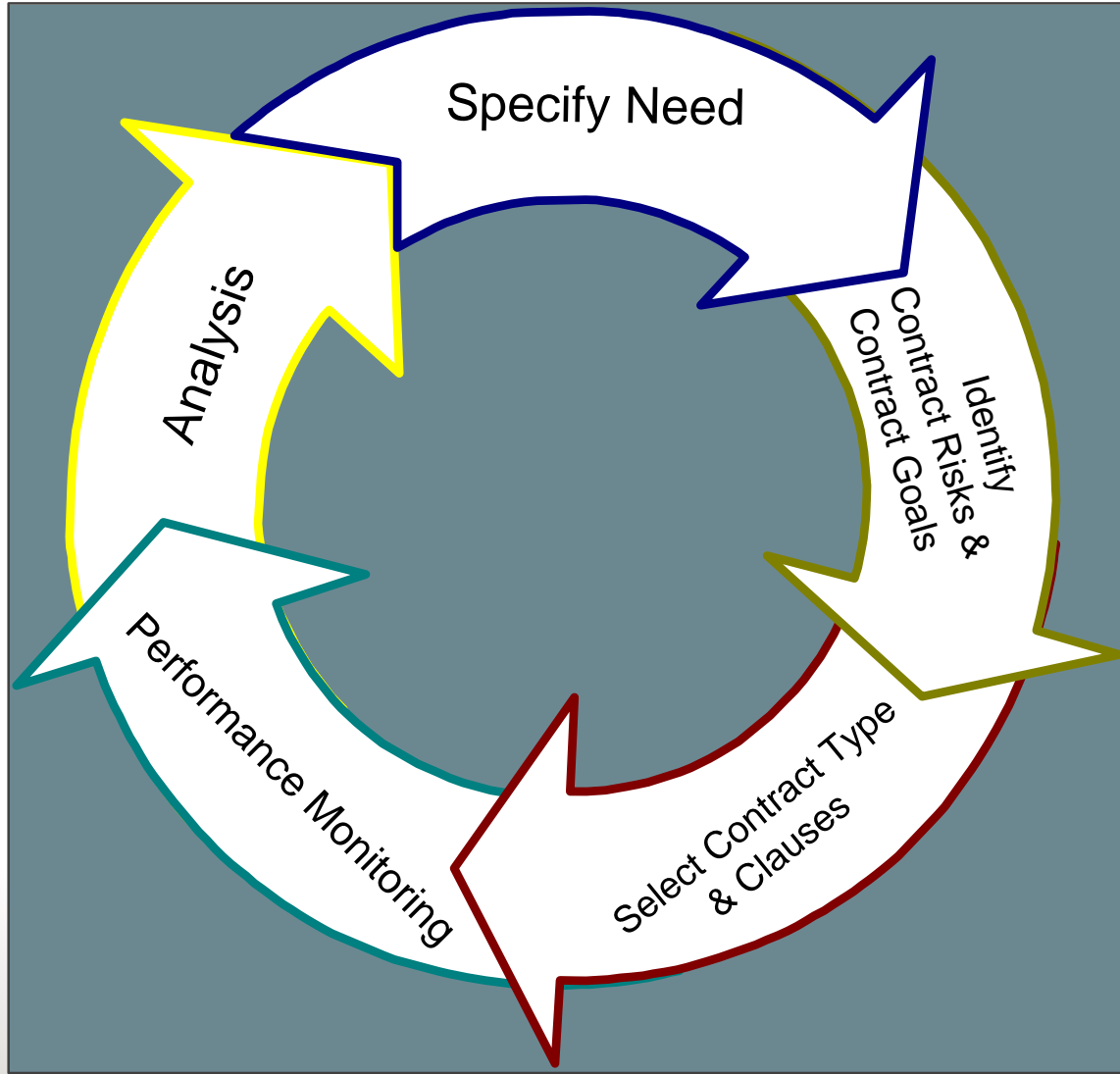
WHAT IS CONTRACT ADMINISTRATION?



Following the award of a contract, the management actions that must be taken to assure full compliance with all of the terms and conditions contained within the contract document, including price. Action steps that assure that the contractor is in full compliance with the entire contract. Contract administration activities include payment, monitoring of progress, inspection and acceptance, quality assurance, monitoring and surveillance, modifications, negotiations, contract closeout and other activities.

NIGP Dictionary of Terms, Revision 2008

IT'S ALL CONNECTED



BUILDING YOUR BRIDGE TO SUCCESS



$$\text{CONTRACT} + \text{CONTRACT ADMINISTRATION PLAN} = \text{SUCCESSFUL PROJECT}$$



WHERE TO BEGIN?

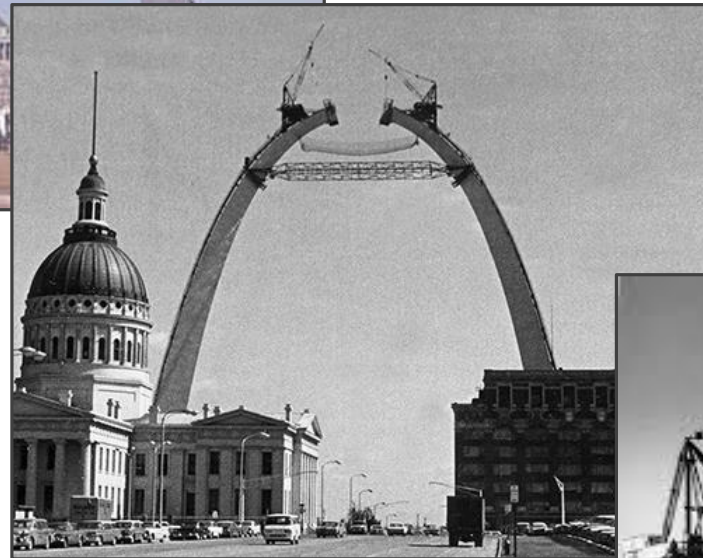


Begin With the End in Mind

ST LOUIS GATEWAY ARCH

CONTRACT

This Agreement contains the entire agreement between the parties hereto and all other agreements, all other negotiations, agreements and understandings between the parties hereto in connection with the subject hereof. The parties hereto acknowledge that they have read this Agreement and understand its contents and the legal effect thereof. The parties hereto agree to hold each other harmless from and against all claims, damages, losses and expenses, including reasonable attorneys' fees, that may be asserted against or incurred by any party hereto as a result of the performance or non-performance of the obligations of any party hereto under this Agreement.



BUILDING YOUR CONTRACT ADMIN PLAN



Developing Your Plan to Monitor & Manage:



- Contract Admin Team
- Contractor Performance
- Deliverables
- Schedule
- Acceptance & Payment

SCENARIO



Let's develop a plan for janitorial services



DEFINING ROLES & RESPONSIBILITIES



- Team Members
- Positions and Roles
- Expectations
- Accountability
- Documentation



MONITORING CONTRACTOR PERFORMANCE



Creating A Performance Assessment Plan:

- What tasks will be inspected?
- When will tasks be inspected?
- What are the standards of performance?
- How will evaluation and assessment be done?
- How will errors or unacceptable performance be handled?

RATING		
5	Outstanding	Consistently exceeds the position and the individual contribution and accomplishments normally be expected
4	Above Expectations	Consistently meets and are often significant
3	Meets Expectations	Consistently meets considering the individual can work improved through education and training
2	Below Expectations	Consistently considering

MONITORING DELIVERABLES



- Commodities
- Services
- Data
- Reports/Documentation
- Presentations
- Training
- Warranties



MONITORING SCHEDULE



- Project Kick Off Meeting
- Project Schedule
- Milestones
- Progress Meetings
- Team Meetings
- Project Close Out/Debrief

MONITORING ACCEPTANCE & PAYMENT



- Quality
- Compliance
- Inspection
- Testing
- Rejection
- Payment
 - Invoices
 - Approvals



MITIGATING RISK & MANAGING CHANGE



- Risk Factors – What Could Go Wrong?
- What's the Notification Process?
- How Are Changes Handled?
- What's Your Cure Process?
- What If You Have to Terminate?



DOCUMENTING RESULTS



- Contract Completion
- Contract Schedule
- Contract Budget
- Contract Administration Costs/Savings
- Contractor Performance
- Possible Contract Improvements



THANK YOU!!



Marcheta E. Gillespie, CPPO, CPPB, C.P.M., CPM

MG Procurement Consulting, LLC

Former Director of Procurement – City of Tucson

Past UPPCC Board Chair

NIGP Past President

(520)940-7194

marcheta.gillespie@gmail.com

