

ACHIEVING EXCELLENCE IN GOVERNMENT PROCUREMENT



CONTRACT MANAGEMENT Pre-Workshop Materials



Introduction

Welcome to Contract Management

This workshop will provide you with the knowledge and skills to manage contracts, monitor contract performance, manage business relationships and deal with contractual issues such as contract variations and disputes. The workshop concludes with contract finalisation and implementation of a contract review strategy.

The workshop

The workshop includes:

- The pre-workshop tasks
- A two day class-room workshop
- An optional post workshop assessment (this involves completing a practical project in your workplace and submitting a report).

Tasks

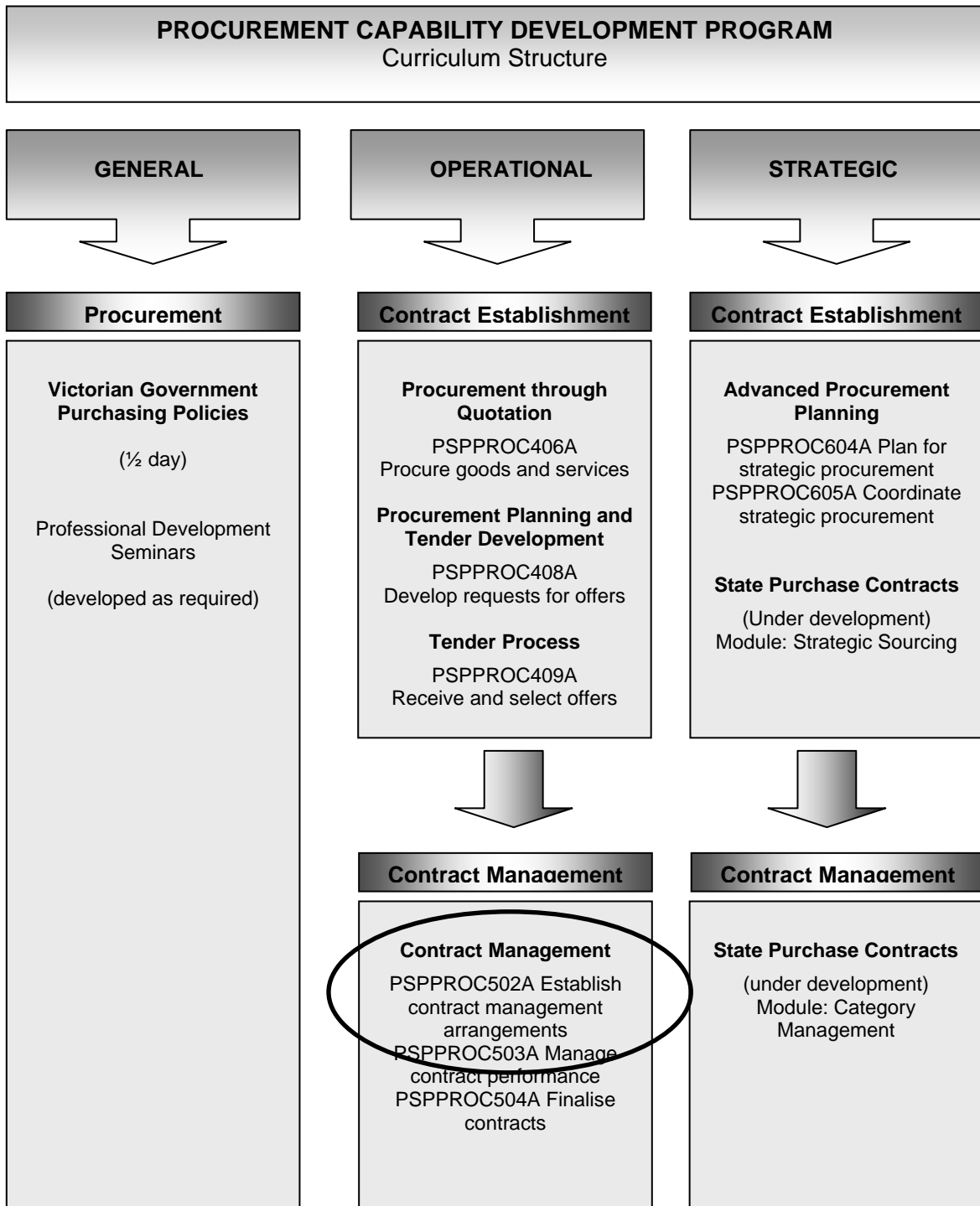
The course follows a sequence of tasks in managing contracts.

Establish contract management arrangements	<ul style="list-style-type: none">• Confirm contract requirements• Prepare contract management plan• Implement contract strategies• Implement contractual arrangements
Manage contract performance	<ul style="list-style-type: none">• Manage the business relationship• Manage performance of the contract• Manage contract issues• Implement communication / information strategy
Finalise contracts	<ul style="list-style-type: none">• Complete contracts• Implement contract review strategy

Scope of the Workshop

This workshop addresses the following competencies required for Procurement and Contract Management in the Public Service in the Public Service Education and Training Australia inc. (PSETA) standards:

- PSPPROC502A Establish Contract Management Arrangements;
- PSPPROC503A Manage Contract Performance; and
- PSPPROC504A Finalise Contracts.



Pre-Workshop readings

To complete these pre-workshop tasks you will need your organisation's procurement policies, principles, delegations and approval systems.

You will also need to access the following Victorian Government Purchasing Board Policy Documents and templates to complete the pre-course activity.

Visit the Victorian Government Purchasing Board's website at
www.procurement.vic.gov.au

- Select the tab entitled "Procurement practitioners"
- From the greyed box to the left, select the stage and step to source the document

Document name	Where on the website
General Procurement Requirements - Application of VGPB Policy	From the greyed box to the left, select "General Procurement Requirements";
Contract Management Template	Stage 1; Step 3, column 3
Planning for Contract Transition Planning	Stage 1; Step 3; column 1
Risk Management Policy	Stage 1; Step 3; column 1
Procurement and Ethical Employment (standard) policy	Stage 1, step 3; column 3
Contract Management Policy	Stage 3; Step 6; column 1
Variation Process Approval Policy	Stage 3, step 6; column 1

Pre workshop activity

You will need to select a workplace project prior to attending the course as it will be important to refer to it during the course.

Identify a complex procurement for a good or service undertaken by your business unit. It can be:

- A recently signed contract which you will be required to manage,
- A simulation of one of your agency's typical contracting requirements, or
- A completed contract where you would like to conduct a contract review.

Many of the course activities will require you to apply contract management skills and techniques using your selected workplace project. If possible bring relevant excerpts of the contract documents to the training to assist with the activities.

In selecting your project make notes about the following and consider the following questions:

- Was a formal contract management plan developed?
- What communication/information strategies were established with the contractor?
- How were the management strategies adapted during the life of the contract (what did you do to ensure things ran smoothly and/or got back on track)?
- What performance indicators were established; were they effective?
- Were there contract variations?
- What disputes/complaints arose and how were they resolved?
- What contract information was maintained and where were the records kept?
- Was the contract finalised, cancelled or terminated?
- What were the strategies used to manage close-out, renewal or transition?
- What documentation was developed to review the contract?
- Were there any recommendations made to improve contract management practice?

