



CM 301 When Issues Persist Checklist

Despite all of the Contract Manager's best efforts, some issues will persist. When the issues persist, follow these steps in order:

1. Increase the amount of contract management both from the Agency and from the vendor.
2. Ensure appropriate vendor representation from a person with the skill set needed (look at qualifications etc.) at all performance related meetings.
3. Escalate to Agency stakeholders as long as you can provide proper documentation about:
 - the issue,
 - steps taken to resolve the issue so far, and
 - suggested steps going forward.
4. Refine the project deliverables by removing scope.
 - In other words, the Agency may seek to step in to take over, or
 - to take over on behalf of another vendor to take over the project.
5. Terminate for cause or cancel for convenience (see Chapter 11 for termination discussion).

When following these steps, ensure that the agency and the vendor allocate people to ensure compliance to the resolution. Further, it is important to maintain an issue register log to track the issue and its resolution.



All of these steps ought to include participation by your Agency's Contract Professional. Any decision to remove scope or terminate the contract will require the inclusion and skills of the Contract Professional.
