



Contract Management Training Program

WA-State Contract Management 401

Advanced Contract Management with High-Risk Contracts

Total Time: Self-paced (Approximately 5-7 hours)

Attendees for this series are those who create, negotiate on behalf of the agency, administer, manage, and/or monitor contracts with a high degree of complexity or risk. You may be a contract professional, contract administrator, project manager, program manager, manager, business leader, or contract manager. To complete this series, take the seven modules and pass all seven exams.

Learning Objectives. Upon successful completion of this series, participants will be able to demonstrate the following seven objectives:

- ✓ Achieve agency business objectives and control risk.
- ✓ Develop a reasonable plan when exiting a vendor relationship.
- ✓ Draft contract requirements in highly strategic work.
- ✓ Ensure vendor's performance meets business goals.
- ✓ Establish performance measures so the vendor's performance meets business goals.
- ✓ Facilitate conversations that develop contract requirements in highly strategic relationships.
- ✓ Negotiate a contract that accurately reflects the overarching agreement between the parties.

Competencies. This series covers the following nine competencies:

- ✓ Contract administration.
- ✓ Contract monitoring.
- ✓ Relationship management.
- ✓ Assessing the vendor relationship to determine the level of contract management.
- ✓ Identifying potential risks, and managing those risks.
- ✓ Initiating the contract terms (Statement of Work).
- ✓ Regular monitoring of performance (vendor metrics and contractual obligations).
- ✓ Understanding and measuring metrics, SLAs, and KPI's to drive successful outcomes.
- ✓ Ensuring continued contract delivery during contract closeout and assist with any new arrangements at the end of the life of the contract.

Intended Audience. Department of Enterprise Services (DES) and the Training Advisory Group (TAG) developed a [Training Track Identification Tool](#) to assist you in determining which required training track best supports your role.

Prerequisite. WA-State Contract Management 102 series. The total duration for this series is three hours, and is included in the 201, 301, and 401 series total durations.

Course Availability and Completion Exam. All eLearning courses are available in the LMS. Use of the [WA-State Contract Management Manual](#) for participants is encouraged. Completion of module exams will indicate credit on the LMS employee training profile.

Cost. None

Resources and Job Aids. The following eight job aids accompany this series and are for your use during and after the training:

- ✓ CM 201 CM 301 CM 401 Risk Monitoring Template
- ✓ CM 401 Approach to Negotiating Redlines
- ✓ CM 401 Bidder Issues List
- ✓ CM 401 Exit Management Plan Checklist
- ✓ CM 401 Negotiation-Action Tracking Spreadsheet
- ✓ CM 401 Sample Governance Contract Terms
- ✓ CM 401 Strategic Relationship Requirements Tool
- ✓ CM 401 Transition Plan Checklist

Course Descriptions. Brief descriptions by module:

<p>Module 1 Chapter 4: Pre-Award Metrics, SLAs, and KPIs</p>	<p>Goal: Build a better framework for monitoring, administering, and managing vendor performance.</p>
<p>Module 2 Chapter 5: Risk</p>	<p>Goal: Document risk allocation and mitigation in terms and conditions.</p>
<p>Module 3 Chapter 6: Award Bidder Objections: Taking Issues to Stakeholders for Approval</p>	<p>Goal: Negotiate a mutually beneficial contract that ensures vendor performance.</p>
<p>Module 4 Chapter 7: Post-Award Managing a Complex Contract</p>	<p>Goal: Achieve agency business objectives.</p>
<p>Module 5 Chapter 8: Post-Award Contract Modifications</p>	<p>Goal: Modify a contract to meet agency goals.</p>
<p>Module 6 Chapter 9: Dispute Resolution</p>	<p>Goal: Manage the informal dispute resolution process to a successful settlement.</p>
<p>Module 7 Chapter 10: Post-Award Contract Closeout</p>	<p>Goal: Close out a contract, formally ending agency/vendor obligations.</p>