



## CM 301 Lessons Learned Checklist

**Use this checklist to outline lessons learned from the contract and vendor's performance that could influence a re-solicitation.**

### Instructions

1. These lists are not exhaustive; so, in your own daily work, start with this list and build on it.
2. These questions will inform any future solicitation of the work, and eventually any future Statement of Work.
3. These questions may also help you identify risks and associated losses to address in future solicitations.
4. Your **CM 301 Contract Summary Checklist** and the answers can also aid in developing the lessons learned.
5. For the simplest purchases of goods or services, please use the **CM 201 Lessons Learned Checklist**.

### Goods/Services

- Did the vendor experience problems delivering (goods/services)?
  - What were the problems?
  - Why did those problems exist?
  - Was any part of the problem attributable to the Agency (delayed approvals)?
- Were any goods returned as damaged?
  - What were the problems?
  - Why did those problems exist?
- Were any services non-conforming?
  - What were the problems?
  - Why did those problems exist?
  - Was any part of the problem attributable to the Agency (delayed approvals)?
- Did the Agency exercise any options for lack of vendor performance (Cure Notice or Corrective Action Plan)?
- Did the agency measure performance?
  - Goods: think of things like, define complete delivery, partial delivery, "defective goods," etc.
  - Services: think of things like, number of visits, number of people served, software functions for a time period without failing, reports delivered, etc.
- Did the measurements help avoid performance issues?
  - If not, what would have worked to avoid performance issues?



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### Compliance

- Did the vendor provide the required insurance, licenses, certifications, safety inspections before delivery, etc.?
- Did the vendor maintain required professional designations etc. in the delivery of goods or services?
- Was the vendor in compliance with regulations, laws or policies associated with this purchase?
- Was the Agency able to verify compliance?

### Invoicing and Payment

- Did the vendor invoice according to contract provisions?
- Did the invoices match the contracted price and method of calculation?

### Risk



Please review the Risk Monitoring Template to incorporate lessons learned in the management of risk. If the Agency experienced loss associated with the risk event, that risk event must be documented within the Agency. That documentation must also be forwarded to the Contract Professional in the event the Agency issues a solicitation for similar work.

### Additional Factors

If the Agency is considering re-issuing a solicitation for the work:

- List any changes to the requirements here.
- List any changes to the contract terms and conditions that would ensure appropriate vendor performance.
- Provide the answers to all of these questions to your Agency's Contract Professional for review before the issuance of any solicitation for the work.