



CM 301 Contract Management Checklist

Instructions

1. If you wrote the Statement of Work (SOW), your task, first and foremost, will be to verify that the SOW in the contract reflects your intentions and that nothing has changed. If you did not write the SOW, read it now.
2. Familiarize yourself with the contract terms and conditions (they are frequently updated).
3. Write the summary. Your contract summary will be helpful when answering *general* inquiries from internal stakeholders and the vendor. When writing the summary, *extract the information in the checklist below from the contract* (not your internal documentation).
4. Call the Contract Practitioner for advice in interpreting any terms or conditions you are unfamiliar with.

Monitoring Performance

- Specifications (technical and functional aspects of the goods/services)
- Date(s) of delivery, schedule
- What are the Agency's obligations to the vendor (in addition to payment)?
 - o Testing, inspecting, approving, etc.
 - o Meetings, emails, reviews, etc.

Accepting Goods and Services (Testing/Inspection/Approvals)

- Tests or inspections?
 - o By whom and when
- Who at the Agency approves?
 - o Test or inspection results
 - o Reports
 - o Payments
- List the formal acceptance criteria here.
 - o How will the Agency know that the goods/services met the functional or technical criteria (tests or inspections)?
 - o Who at the Agency will formally accept that the goods/services met the criteria (is it the same person who approves the tests or the person who approves the invoice)?
 - o At what point will the Agency formally accept the goods/services?
 - When goods are received or when they are shipped?
 - When the services are "complete" (as defined in the contract)?
 - After tests or inspections?



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- Note: Tests and inspections can delay the approval and formal acceptance process. Be sure to communicate timing to the vendor to avoid potential delivery delays.



If the contract includes acceptance criteria, it is imperative that the Agency performs the duties to formally accept the work. The Agency does not want silence to be interpreted as formally accepting defective goods and non-conforming services, leading to a payment for a defective product or non-conforming service.

Metrics

- Is the Agency measuring anything, such as “on-time delivery?”
 - How is the Agency collecting that information?
 - How is the Agency going to use the information?
- What are the shipping terms and conditions for goods?
- What are the delivery terms and conditions for the services?
- What is the method to return damaged goods at the time of receiving the goods?
- Is there a warranty for defective goods discovered after accepting the goods? How long and what conditions?
- What is the method for addressing non-conforming services?

Compliance

- Are there any regulations, laws or policies associated with this purchase?
- Who at the Agency needs to verify compliance?
- Does the vendor or its staff need special qualifications?

Invoicing and Payment

- How is the payment calculated?
 - Fixed Price or Lump Sum
 - Fee for Service
 - Cost Reimbursement
 - Time and Materials
- Payments:
 - For units delivered (quantity)?
 - All at once or over a time period (Per item, per shipment, at full shipment)?



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- When meeting milestones or completion of phases?
- How often can the vendor invoice? (Note: this is critical to ensure that the vendor does not overcharge the Agency.)
- Does the invoice match the contracted price and method of calculation? (Prices can change over time but in a fixed price, lump sum or fee for service contract the vendor agrees not to increase the price.)
- Are all the shipping charges correct and according to the shipping terms?
- Are there taxes or duties to account for?
- Are there any surcharges, late fees, fuel charges, etc.? Are they outlined in the contract?

Personnel Roles

- Looking at the list above, what are my personal responsibilities (Contract Manager) to the vendor?
 - Are you personally formally accepting the vendor's deliverables?
 - Are you personally approving anything (reports, payments etc.)?
- What are Agency colleagues' responsibilities to the vendor in the list above?
 - Formally accepting the vendor's deliverables?
 - Approving anything (reports, payments etc.)?
- What contract requirements do I (Contract Manager) need to communicate to Agency colleagues?
- How should those duties be communicated (meeting or email)?
- What should I (Contract Manager) do to ensure that all Agency personnel continue to perform their obligations throughout the contract? (This is part of your project plan or spreadsheet.)