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# Effective Strategies in Contract Management

Meredith Swartz



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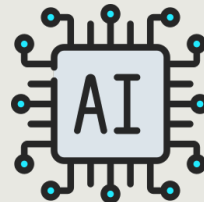
Meredith Swartz

Department of Administration

Purchasing Director

**Are you in the  
Purchasing  
World  
or  
the Contract  
Management  
World?**

Where could AI help?



Key  
Components  
of Contract  
Management



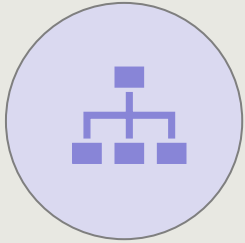
# Relationship Management

- Hold a contract kick-off meeting
- Identify roles and responsibilities
  - Project Managers
  - Technicians/Staff
  - Fiscal Representatives
- Provide contact information for each team member
- Clarify terms and conditions
- Are there any additional steps before work can start? (background checks, badging, supply ordering, etc.)
- Establish goals and objectives
- Communicate with the Vendor
  - Late shipments
  - Damaged goods
  - Performance issues



# The Importance of Record Keeping

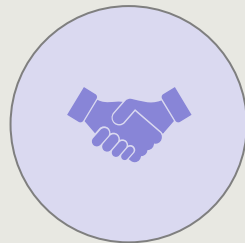
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Establishes responsibility for all parties involved.



Ensures monitoring of deliverables in compliance with the terms



Serves as a reliable source for resolving disputes and misunderstandings



Risk Mitigation – Helps identify and reduce potential legal and financial risks

How are you storing your records? Digital vs Paper

# Contract Administration File

- Contract Documents
- Communications
- Reports
- Shipping documents
- Purchase Orders
- Invoices
- Receipts and billing documents
- Performance reviews,  
Inspection/Testing reports
- Contract modification documentation
- List of any State furnished property,  
information or services



# Contract Administration

The Contract Manager ensures compliance with the contract terms and conditions while giving attention to the achievement of the stated output and outcome of the contract.

Know what is in the scope of work/specifications of tasks/products, terms and conditions

Confirm Deliverables: reporting, delivery, tasks complete, etc.

Performance monitoring: Inspections, compliance with contract scope of work/specifications of product

Manage Contract Documents: Changes, renewals, extensions, performance resolution, payment, etc.

The Contract Administrator is responsible for the contract functions that are performed after all parties have signed the contract including any modifications to the contract.

# Monitoring Performance: Contract Quality Assurance Processes

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Review – thoroughly analyze contract documents to ensure all terms and conditions are clearly defined and understood



Monitor – Continuously track performance metrics and compliance with all contractual obligations throughout the contract life cycle



Evaluate – Conduct periodic assessments to determine if contract goals are being met and to identify areas for improvement.

What is your agency using to monitor performance throughout the contract life cycle?

# Contract Performance Evaluation Surveys

- List of contracts at mid-term
- Standard survey questions with rating system
- Any areas “Not Meeting Expectations” work with CM to resolve
- Document complaints
- Notify Vendor of any breach of contract and actions to cure
- Objective of this project is to aid in contract monitoring and ensuring the State is receiving satisfactory goods and services from our Vendor community.



1	2	3	N/ A
Not Meeting Expectations	Meeting Expectations	Exceeding Expectations	Not Applicable

Goods/Services are delivered in a timely manner	1	2	3	N/A
Goods/Services are of good quality	1	2	3	N/A
Customer support from Vendor is acceptable	1	2	3	N/A
Vendor responds to questions/concerns quickly	1	2	3	N/A
Vendor's resolution of issues is appropriate	1	2	3	N/A
Professionalism of Vendor staff is courteous	1	2	3	N/A
Estimate of goods/services is accurate to final contract expense	1	2	3	N/A
Invoices received are accurate and procedures are followed	1	2	3	N/A
Scope of work/Specifications completed in accordance with contract?		YES		NO
Overall, is the Vendor meeting expectations?		YES		NO

ADDITIONAL COMMENT: Please provide, or give examples of any failure of the contractor to meet expectations that are circled above

# Risk Management and Conflict Resolution

- Create an internal policy for managing Vendor complaints assigning roles and responsibilities. Reference policy in solicitation.
- DOCUMENT, DOCUMENT, DOCUMENT!!!
- Must give vendor opportunity to fix the problem by providing actions to cure.
- Reference all complaints to non-compliance to the contract language.
- Notify the HUB Office if HUB Vendor.
- Notify Statewide of terminations.



# Contract Closeout Procedures

- Review – Evaluate contract deliverables against initial requirements
- Finalization – Ensure all terms and conditions are satisfactorily met
- Collection - Gather all State issued equipment and access badges. Close out any access to State supported systems
- Invoicing - Issue final acceptance and payments
- Archiving – Store contract documents for future reference
- Learning – Document lessons learned



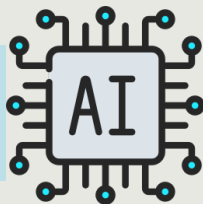
# Best Practices for Effective Contract Management

Document Clearly – ensure all terms, conditions, and obligations are explicitly documented to avoid misunderstandings

Regular Reviews – Conduct periodic evaluations of contract performance and adherence to identify areas for improvement

Timely Closeout – Implement a structured process for contract closeout to ensure all obligations are fulfilled and documented.

Did you spot any areas where could AI help?





# PEAK THANK YOU!

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