

## CONTRACT MANAGEMENT FLOW DOP-Issued Contract

**Agency establishes its Contract Management Team:**  
E.g. Project Manager (PM) & Technical Personnel (SMEs)

**Initial Meeting:**

Review objectives, time line, deliverables and expectations (including roles/responsibilities)  
 Ensure clarity on what will be accomplished when; how reporting, invoicing and payment will occur  
 Written summary of discussions for file/follow up correspondence to Contractor confirming understanding/next steps  
*Tickle:* Milestones (service periods, scheduled reviews, deliverables); meetings; insurance expiration; notice dates; and end of Term  
 Confirm First Milestone (deliverable or performance period) AND schedule next meeting  
 Confirm contact information (phone, fax, e-mail) and alternative points of contact

**Milestone Review:**

Project Manager and SMEs receive and evaluate first deliverable (or review first performance period) for compliance with contract requirements

**REPEAT FOR  
REMAINING  
MILESTONES**

**Contractor Deficient:**

Deficiencies in Milestone are documented; PM reviews contract to determine available options; discusses options with SMEs and Procurement Personnel (DOP); documents course of action (i.e. informal discussion with Contractor, corrective action plan established; formal cure notice (DOP), termination (DOP), etc.) and schedules follow-up action

**Contractor cures deficiencies:**

PM documents cure (working with DOP)

**Contractor Compliant:**

Contractor has met the Milestone; PM documents the file; PM reviews time line for next Milestone; and performs status check with Contractor and SMEs

**Amendment:**

Contractor and/or State determine an amendment is necessary based on a change in the SOW or applicable regulations; unforeseen circumstances; or other appropriate event or circumstance

**Invoicing and Payment:**

After deliverable approved, PM reviews invoice in accordance with contract requirements; approves or issues request for clarification or correction; PM authorizes payment after invoice approved [*repeat for each invoice*]

**Contractor fails to cure:**

PM documents Contractor's failure to cure; reviews options with appropriate personnel (e.g. procurement personnel, legal) and works with DOP to determine course of action (i.e. further remedial action, damages, termination, etc.)

**Review and Approval of Request for Amendment:**

PM and Team review Contractor's proposed amendment and request approval from DOP (with supporting documentation) OR PM and Team present Agency's amendment request to DOP, with supporting documentation; DOP reviews and if approved, Amendment is issued through DOP

**Contract Closeout:**

File should be complete; all correspondence in chronological order; contract with most recent amendments on top  
 Documentation of receipt and acceptance of all deliverables  
 State-owned material used by Contractor during contract term returned to the State  
 Project debrief complete: lessons learned, issues identified for future contracts, survey of contractor's performance