



Contract Management Training Program

WA-State Contract Management 201

Basic Contract Management with Low-Risk Contracts

Total Time: Self-Paced (Approximately 3-5 hours)

Six modules make up this course. You should take this course if you create or help create, administer, monitor, and manage less complex, low risk contracts.

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

- ✓ Achieve agency business objectives and control risk.
- ✓ Apply lessons learned to improve solicitations for the same or similar work.
- ✓ Ensure the vendor's performance meets business goals.
- ✓ Identify the appropriate role and process to solve problematic vendor performance.
- ✓ Outline limitations to changing contract terms.
- ✓ Prevent loss to the agency with relevant contract language.
- ✓ Use agency policy to close out a contract.
- ✓ Work in collaboration with the contract professional if a contract changes.

Competencies. This course covers the following 11 competencies:

- ✓ Contract administration.
- ✓ Contract monitoring.
- ✓ Relationship management.
- ✓ Assessing the vendor relationship and Statement of Work to determine the level of contract management.
- ✓ Identifying potential risks, and managing those risks.
- ✓ Incorporating lessons learned when preparing for re-bidding for same or similar goods and services, when appropriate.
- ✓ Informal dispute management, escalation, and problem resolution.
- ✓ Initiating the contract terms (Statement of Work).
- ✓ Managing contract changes and renegotiating where authority exists and the law permits.
- ✓ Regular monitoring of performance (vendor metrics and contractual obligations).
- ✓ Understanding and defining metrics (where appropriate) in order to deliver successful outcomes.

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 course.

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 nine job aids accompany this series and are for your use during and after the training:

- ✓ CM201 and CM 301 An Informal Process to Resolving Disputes
- ✓ CM201 and CM 301 Contract Closeout Checklist
- ✓ CM201 and CM 301 Kickoff Meeting Checklist
- ✓ CM201 CM301 CM401 Risk Monitoring Template
- ✓ CM201 Contract Summary Checklist Goods
- ✓ CM201 Contract Summary Checklist Services
- ✓ CM201 Lessons Learned Checklist
- ✓ CM201 Requirements Checklist Goods
- ✓ CM201 Requirements Checklist Services

Course Descriptions. Brief descriptions by module:

Module 1 Chapter 4: Pre-Award Developing Contract Requirements	Goal: Build a better framework for monitoring, administering, and managing vender performance.
Module 2 Chapter 5: Pre-Award Introduction to Risk	Goal: Identify, assess, and monitor contract risk.
Module 3 Chapter 7: Post-Award Monitoring Obligations	Goal: Achieve agency business objectives.
Module 4 Chapter 8: Post-Award Contract Modifications	Goal: Modify a contract to meet agency goals.
Module 5 Chapter 9: Post-Award Dispute Resolution	Goal: Manage the informal dispute resolution process to a successful settlement.
Module 6 Chapter 10: Post-Award Contract Close Out	Goal: Close out a contract, formally ending agency/vendor obligations.