



Contract Management Training Program

WA-State Contract Management 301

Intermediate Contract Administration with Medium-Risk Contracts

Total Time: Self-paced (Approximately 4-6 hours)

Attendees for this series are those who create or help create, administer, monitor, or manage contracts with medium level complexity or risk. You may be a project manager, program manager, manager, business leader, or contract manager. To complete this series, take the eight modules and pass all eight exams.

Learning Objectives. Upon successful completion of this series, participants will be able to demonstrate the following 10 objectives:

- ✓ Achieve agency business objectives and control risk.
- ✓ Align contract requirements to agency business goals.
- ✓ Apply lessons learned to improve solicitations for the same or similar work.
- ✓ Determine vendor performance measures.
- ✓ Develop a reasoned analysis when considering terminating the relationship.
- ✓ Identify the 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 closeout a contract.
- ✓ Work in collaboration with the contract professional if a contract changes.

Competencies. This series 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).
- ✓ Measuring metrics, SLAs, and KPI's to drive 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 series. The total duration for this series is three hours, and is included in the 201, 301, and 401 series total durations.

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

- ✓ CM201 and CM301 An Informal Process to Resolving Disputes
- ✓ CM201 and CM301 Contract Closeout Checklist
- ✓ CM201 and CM301 Kickoff Meeting Checklist
- ✓ CM201 CM301 CM401 Risk Monitoring Template
- ✓ CM301 Change Management Checklist
- ✓ CM301 Contract Termination Checklist
- ✓ CM301 Contract Management Checklist
- ✓ CM301 Contract Termination Language
- ✓ CM301 Lessons Learned Checklist
- ✓ CM301 Requirements Checklist Hybrid
- ✓ CM301 When Issues Persist Checklist

Course Descriptions. Brief descriptions by module:

<p>Module 1 Chapter 4: Pre-Award Metrics, SLAs, and KPIs</p>	<p>Goal: Build a better framework for monitoring, administering, and managing vender performance.</p>
<p>Module 2 Chapter 5: Risk</p>	<p>Goal: Document risk allocation and mitigation in terms and conditions.</p>
<p>Module 3 Chapter 7: Post-Award Managing a Complex Contract</p>	<p>Goal: Achieve agency business objectives.</p>
<p>Module 4 Chapter 8: Post-Award Contract Modifications</p>	<p>Goal: Modify a contract to meet agency goals.</p>
<p>Module 5 Chapter 9: Dispute Resolution</p>	<p>Goal: Manage the informal dispute resolution process to a successful settlement.</p>
<p>Module 6 Chapter 10: Post-Award Contract Closeout</p>	<p>Goal: Close out a contract, formally ending agency/vendor obligations.</p>