



CM 201 Contract Summary Checklist Services

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 Professional for advice in interpreting any terms or conditions you are unfamiliar with.

Monitoring Performance

For the purchase of services, answer these questions:

- What service is the vendor performing?
- What are the parties' responsibilities to each other?
 - List the payment terms and any other things the State might be obligated to do.
 - List the vendor's final service delivery whether a one-time performance of the service or a periodic performance of the service (or other obligations to the Agency).
- How is the vendor supposed to deliver the service?
- When is the vendor supposed to deliver the service?
- What are the State's options if the vendor does not perform the service? (Look at the contract terms and conditions for these options.)
 - What is an acceptable fallback position if something does not go according to plan?
 - What if the services do not meet expectations ("non-conforming")?

Frequency of Monitoring

Next you will determine how often to monitor the requirements. To determine frequency, you will need to understand your Agency's policies, goals and overall mission to the community.

- Are services delivered directly to the community? How frequently should you verify that the goods are delivered? (weekly, monthly, quarterly, annually?)
- Is a vulnerable or disadvantaged community being served? (The community's status increases the severity of loss to the risk of late or non-delivery. Please seek advice on how often to verify services and place this risk in the Risk Monitoring Template and follow the instructions in the spreadsheet.)



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- How is service performance being measured, if at all? (number of visits, number of people served)
- If there is a unit of measurement, answer these questions:
 - Who will record the data about this unit of measurement?
 - How often will the recording party collect the data?
 - In what form will the recording party report the data?
 - How will the receiving party validate that the data is accurate?
 - Who will review that data?
 - Who at the Agency will approve of the data?
- Does the service require licenses, certifications, safety inspections before performance?
- Is the vendor required to maintain insurance, license, professional designations etc. in the performance of the service?
- Could the vendor's performance failure result in damage to property or injury to person? (If yes, please talk to your Agency leaders and Contract Professional to properly monitor that risk.)

Invoicing and Payment Checklist

- 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)
- How often can the vendor invoice? (Note: this is critical to ensure that the vendor does not overcharge the State.)
- Does the invoice match the contracted price and method of calculation? (Prices can change over time, but in a fixed price, fee for service or lump sum agreement, the vendor agrees not to increase the price.)
- Is it your responsibility to track the vendor's payments against the budget for the category of goods? Do you have what you need to track these payments?

This list is far from exhaustive; it does however, point to some factors that could require more than annual monitoring of the vendor's performance. Please use professional judgment and check agency policies when determining the frequency with which to monitor the vendor's performance.