

# Contract Administration Understanding and Implementing Contractual Obligations

## Why Attend

- The overall aim of this course is to provide participants with the knowledge, concepts, skills and tools necessary to manage and administer contracts post award. Participants in this interactive course will learn all the processes and activities required to implement contractual obligations. The course will also cover contract administration best practices.

## Course Methodology

- This course relies on the use of individual and group exercises aimed at helping participants learn all the tools and techniques used during contract implementation. The course also features the use of a number of case studies and role plays by participants followed by discussions. In addition, this course incorporates pre and post testing.

## Course Objectives

By the end of the course, participants will be able to:

- Outline the major activities and steps of contract administration
- Identify administration tools that are used during the implementation as well as the role of the contract administrator
- Create a system to evaluate contractors and determine their strengths and weaknesses and demonstrate the importance of partnership in contract administration
- Explain the different types of variation orders, claims and damages
- Prepare for negotiating contract variations and claims in order to reach a satisfactory settlement

## Target Audience

- All those involved in any aspect of implementing, managing or administering contracts in the post-award phase of the contracting process and who want to learn about the best practices in contract administration. Our institute has been reviewed and approved by the PMI® Authorized Training Partner Program. This course is worth 30 Professional Development Units (PDUs).

## Target Competencies

- Contract administration
- Change management
- Managing contractors
- Managing claims and disputes
- Resolving disputes
- Partnership with contractors

### Principles of contracts

- Elements of a contract
- Contract framework
- Purposes of contract administration
- Difficulties encountered in contract administration
- Contract administration major steps
- Competencies of contract administrators

### Contract administration tools

- Key principles
- Knowing your contract
- Contract provisions affecting implementation
- Tools and techniques for contract administration
- Dissection technique
- Records management system
- Change control system
- Claims administration
- Issues and risks logs
- Risk management plans
- Roles and responsibilities
- Performance reporting
- Developing schedule plans
- Lessons learned
- International contracting

### Contractor evaluation

- Questionnaire and surveys
- Contractor's ratings
- Key performance indicators
- Targets and benchmarks
- Service level agreement (SLA)
- Managing subcontractors
- Partnership with contractors

## Changes, claims and disputes

- Changes and variation orders
- Change process
- Breach of contract
- Money damages
- Equitable remedies
- Claims and disputes
- Alternative dispute resolution
- Mediation
- Arbitration
- Contract closeout

## Negotiation

- Negotiation preparation
- Negotiation objectives
- Negotiation guidelines