# MONITORING AND MANAGING CONTRACT PERFORMANCE IN GOVERNMENT

## POST-AWARD PERFORMANCE MANAGEMENT OF GOVERNMENT ACQUISITION

DECEMBER 12 – 13, 2005 ARLINGTON, VA

## How You Will Benefit

### Streamline Monitoring of your Contract Performance Measures

Design clear, functional and mission-aligned performance metrics that ensure contract accountability

### Manage Unexpected Change and Adjustments to Contract Requirements

Minimize the impact of contractor performance problems and down time through communication

### Provide Feedback to Contractors to Drive Performance Up

Establishing Clear Lines of Communication between Contract and Team

### Maintain Clear Lines of Responsibility and Performance Expectations

Learn to develop and negotiate performance related terms and conditions of the contract

## What You Will Learn

- Evaluate and Report Contractor Past Performance
- Schedule and Conduct Contractor Performance Reviews
- Assign Accountability for Managing Contract Performance
- Tip and Techniques for Managing Performance Data
- Key Criteria for Managing Contract Performance

RECEIVE 12 CPE CREDITS AND MEET THE LATEST PERFORMANCE MANDATES

**Acquire the Knowledge to Master the Contract Administration Process**

**www.PerformanceWeb.org 703-894-0481**

The Performance Institute

# Monitoring and Managing Contract Performance in Government

**DECEMBER 12-13, 2005 ARLINGTON, VA**

## PROGRAM AGENDA

### DAY ONE: DECEMBER 12, 2005

**8:00 Registration and Continental Breakfast**

**9:00 Understanding Federal Integrity Statutes and Regulations in Government**
- Learn to conscientiously attend to the details involved in investigating allegations of fraud and other wrongdoing
- Understand FAR regulations, agency supplemental and contract rule agreements

**10:15 Governing for Performance Based Contract Management**
- Provide the contractor an accurate review of the contract milestones and responsibilities
- Document each issue and it's resolution in a post award conference report

**11:30 Devising Measures that Demonstrate Contract Performance Status**
- Identify the performance-related terms and conditions of the contract
- Monitor contract performance and acceptance and resolve any identified problems

**1:45 Establishing Clear Lines of Communication between Contract and Team**
- Minimize the impact of contractor performance problems on performance, delivery and cost

**3:00 Confronting Contract Modifications and Adjustments**
- Negotiate an equitable adjustment when necessary for the acquisition situation
- Establish negotiation objectives and tradeoffs based on available information

**4:30 Adjourn**

### DAY TWO: DECEMBER 13, 2005

**8:30 Sign in & Continental Breakfast**

**9:00 Ongoing Risk Management**
- Interpret contracts and recognize terms and conditions that protect or threaten you
- Apply risk management techniques to all property administration functions

**10:00 Monitoring Contract Performance**
- Develop metrics to assure the contractor complies with all the requirements in the contract
- Identify performance problems and determine whether they are excusable, non-excusable, or commingled

**11:00 Dealing with Performance and Alternative Dispute Resolutions**
- Correctly determine the validity of the claim and prepare a proper and complete response
- Treat the contractor fairly and equitably within the terms of the contract

**1:00 Administering Payments and Incentives**
- Make decisions related to allow-ability of contract costs
- Assure that payments are not made for unallowable costs

**2:00 Managing Contract Closeout**
- Assure that the contract is physically complete and all outstanding contract administration issues have been resolved

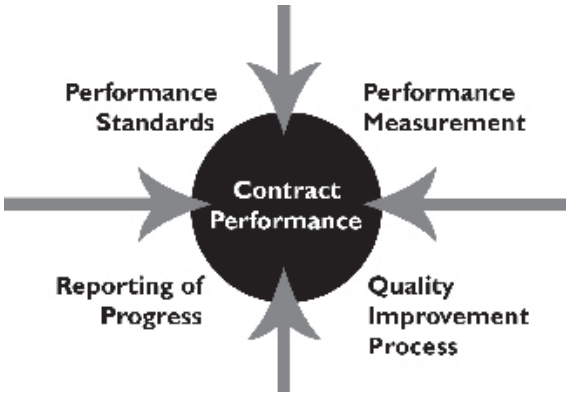
**3:00 Reporting Performance**
- Identifying best practices through post project review and lessons learned

**4:30 Adjourn**

* Breaks at instructor discretion

## KEY METHODOLOGIES

A key issue in contract management is the monitoring of the supplier's performance to ensure all standards are met in accordance with the contract. The extent of performance monitoring applied to a supplier should be determined by the level of risk involved in the purchase and the nature of the goods or services provided. Good monitoring of contractor performance progressively anticipates, identifies and facilitates correction of shortcomings before the relationship with the supplier is adversely affected and before value for money is compromised. This course will provide key concepts that will help you successfully set up and monitor contract performance and avoid the pitfalls of contract disruption and budget overruns.




### RECEIVE CERTIFICATION & IN-HOUSE TRAINING

This event is part of the Government Performance Management Certification Program. In addition, the Performance Institute offers customized education programs to federal and state agencies that wish to train staff members in their own facility on change management. For more information about the certification and in-house training options available to you, please contact Blake Zach at 703-894-0481 or email him at Zach@PerformanceWeb.org.

### EXHIBITING & SPONSORSHIP

To learn more about exhibit and sponsorship opportunities at this event, please contact Jeremy Taylor at 703-894-0481 or email him at Taylor@PerformanceWeb.org

### FREE SUBSCRIPTION TO INSTITUTE RESEARCH

The Performance Institute serves as the nation's leading repository of thoroughly researched, documented, catalogued and peer-reviewed "best practices" in a multitude of issue areas. Each month, the Institute publishes its research through a variety of e-mail publications. To subscribe to any of the Institute's newsletters, visit **www.PerformanceWeb.org/Subscribe**.

### CPE CREDIT

Delivery Method: Group-live
Program Level: Intermediate
Prerequisites: None
Advanced Preparation: None
CPE Credits: 12

The Performance Institute is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org

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## REGISTRATION

### How Can I Register?

1. **ONLINE** at www.PerformanceWeb.org
2. **VIA FAX** to 703-894-0482
3. **VIA PHONE** to 703-894-0481
4. **VIA MAIL** to 1515 North Courthouse Road, Suite 600, Arlington, VA 22201

### DELEGATE INFORMATION

NAME

TITLE

OFFICE

ORGANIZATION

ADDRESS

CITY STATE ZIP

TELEPHONE FAX

E-MAIL

### PAYMENT INFORMATION

- ☐ TRAINING FORM
- ☐ PURCHASE ORDER
- ☐ CHECK (Accepted by mail only)
- ☐ CREDIT CARD

CREDIT CARD NUMBER

EXPIRATION DATE

NAME ON CARD

### VENUE

Monitoring and Managing Contract Performance will be hosted at the Performance Institute in Arlington, Virginia, just one block east of the Courthouse stop on the Orange Line of the D.C. Metro. A public parking garage is located inside of the building. Continental breakfast and a catered lunch will be provided for delegates on each day.

The Performance Institute
1515 N. Courthouse Rd., Suite 600, Arlington, VA 22201
Phone: 703-894-0481

A limited number of rooms have been reserved at a discounted rate of $187 at the Holiday Inn Rosslyn at Key Bridge. Please contact the hotel directly and use code ILCORPER when making reservations.

Holiday Inn Rosslyn at Key Bridge
1900 Fort Myer Drive
Arlington, VA 22209
1-800-368-3408
www.holiday-inn.com/rosslynkbridge

### TUITION

The fee for attending Monitoring and Managing Contract Performance is $1095. Reduced tuition rates for delegates who attend in groups of three or more are also available by calling Jeremy Taylor at 703-894-0481 or emailing him at Taylor@PerformanceWeb.org. Be sure to use program code C157 when you register.

### CANCELLATION AND QUALITY ASSURANCE POLICY

The Performance Institute strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to: Chris DeMaio, Chief Operating Officer, The Performance Institute, 1515 N. Courthouse Road, Suite 600, Arlington, VA 22201(phone: 703-894-0481). We will evaluate individual complaints in a context of collective comments from the event.

**Note:** A $150 service fee will be charged on cancellations received less than three weeks from the date of the event. A credit memo will also be sent reflective of that amount, which can be used for a future Performance Institute conference.

**PRIORITY CODE: C157**