

DAY 01

Introduction and Key Concepts

- Contract Management overview
- The purpose and nature of contracts
- Key contract management principles
- Typical issues connected with contract management
- Baseline document including P&T, Contracts Admin Claims & Settlement

The Role of Stakeholder Management in Successful Contracts

- & Understanding key stakeholders; stakeholder management planning
- & Procedures for Contract Procurement – Types of Tenders, Pricing Methods, Budget Compliance Cost Estimation, Management Approval
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- & Business need analysis and requirements elicitation
- & Definition of project requirements

DAY 02

Strategic Procurement Planning

- What are contracts and how are they created?
- Corporate procurement strategy
- Supplier Selection: requirements for a good set of
- Selection criteria
- Contract delivery models

Pre-contract Fundamentals

- Procurement / contract management cycle: before, during and after signing the dotted line
- Effective Scope of Work – Tender Package
- Structure of contracts – General Terms & Conditions
- Bid Evaluation Criteria comprising of
- Technical / Commercial Evaluation
- Awarding Documents / Letter of Intent
- Awarding /Signing of Contract Documents
- Case Study

DAY 03

Contract Negotiation and Transition

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- Preparing to negotiate: objectives, context, issues, negotiating strategies
- Negotiation styles, assessment of negotiating position/power
- Negotiation planning and process

- Interest based bargaining
- When things don't go as planned
- Negotiator tactics and skills
- Contract transition

Contract Risk Management

- Contract risk management definitions and process
- New concepts in risk mitigation
- Case Study

DAY 04

Establishing the Baseline – Effective Contracts Administration

- Purpose of Contract Administration, Project scope, requirement traceability and Work Breakdown Structure
- Control Compliance/Management of Service Order
- Acceptance/Completion of Work
- Processing Invoices & Payment; Evaluation of contractor performance
- Unsatisfactory Evaluation – Termination of Contract Blacklist/Barring of Contractor from Company tender
- Managing budget and contingencies
- Case Study

DAY 05

Maximising Value through Effective Control Claims Settlement

- Registration of Claims /Formation of Claims Committee
- Agreement/Settlement of Claims with Contractor
- Recovering of funds/offsetting of funds from Contractor
- Non-Agreement with Contractor proceeds to Arbitration
- Hearing/Settlement in Arbitration
- Recovering of funds/offsetting of funds from Contractor
- Case Study

Closing the Contract

- Project completion / inspection / handover / acceptance
- Lessons Learned
- Contract performance reviews and benefit realisation
- Case Study