

MONITORING & DOCUMENTING CONTRACTOR PERFORMANCE

A 1-Day or 2-Day Hands-On Workshop on

Course Description:

This workshop will show you, step-by-step, how to evaluate and document your contractor's performance to ensure they are delivering what the government needs, and what to do if they are getting off-track. This workshop will show you what to look for, key indicators of the contractor's performance, how to anticipate problems, and how to correct them before they get out of hand.

Learning Objectives & Topics Covered in this Workshop:

- Terms and Definitions That Apply to Monitoring and Evaluating Contracts
- The Regulations
- Contracting Officer's Representative (COR) & QAE Roles and Responsibilities
 - COR & QAE Authority & Do's and Don'ts
- Ethics for Government Personnel Evaluating a Contractor's Performance
- Partnering
- What Are the Things I Need to Know About Our Contract?
- What Are Performance-Based Requirements and How Does Performance-Based Contracting Change the Way We Monitor and Evaluate Our Contractor's Performance
- The Quality Assurance Surveillance Plan and Its Application to the COR and QAE
- How to Use the QASP to Evaluate a Contractor's Performance
 - What Can You Do, What Can't You Do?
- Types of Surveillance
 - How to select the Best Type

Audience: This workshop is designed for contracting employees.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklists, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 7.0-13.0

CEU Credits: 0.6-1.1

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Specialized Knowledge

Delivery Method: Group Live – Classroom



- Contract Administration
- Monitoring Contractor Performance
- Documenting Results
- Contract Modifications
- Avoiding Problems
- Unauthorized Commitments
- Ratifications
- How to Detect Contractor Fraud
- Remedies Available to You
- Steps to Implement Remedies
- Invoices
- Post Award Actions
- Claims
- Disputes and Appeals
- Resolutions
- Termination
- Recording Past Performance