



Contract Administration

A Toolkit to Help Bridge the Gap

Presented by
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<https://www.youtube.com/watch?v=Pxt4ZkwKfpo>

<https://www.youtube.com/watch?v=ct3y0LZuPSM&list=RDct3y0LZuPSM#t=14>



FORUM 2016



Today's Session Objective

Provide a toolkit with useful tools
to build a solid foundation for
contract administration

<https://www.youtube.com/watch?v=mk9J8EYzMZ8>

CONTRACT PLAN ¹

Contract Plan

This plan serves a tool to assist the Contract Officer and the Administration Team to plan, develop and administer a successful contract. Each contract is unique and the team should customize the plan as required.

Contractor Name	Contract Number	Start Date:
Contract Officer	Project Title/Name	Finish Date:
Contract \$ Value/Purchase Type (Goods or Services)	Complexity 1-2-3 (Low-Medium-High)	
Pre-bid/Pre-proposal Conference (Yes/No) Date:	Post Award Meeting Tentative Date:	
Task	Details	
List key personnel, expertise, involvement in process (Identify early to assist with developing solicitation)		
List contract goals in order of importance (What do you expect to receive, the outcomes, or out puts)		
List criteria to achieve contract goals (What specific evaluation criteria will ensure the outcomes or outputs are addressed)		
Identify potential risks and risk levels and solutions (Describe the event, the probability of occurrence (1-5), and the severity or impact (1-5) to determine if it is a low, medium or high risk)		
Include special terms and conditions to protect the agency (Include special terms and conditions to mitigate risk)		

Task	Details
List deliverables (What they are and when they are due. Refer back to goals)	
Identify performance monitoring methods and frequency. Based on SOW, specifications, project or programmatic requirements and risk, develop and request a Quality Assurance Plan (How and how often will performance be monitored? Inspections, reports, milestone, meetings, daily, weekly...)	
Assign individual (s) to monitor specific performance/deliverables	
List actions to resolve non performance	
Determine payment method and approvals (What, how, when, who)	
Post Award Activities (List activities that need to occur after the contract award to have success)	
Contract Close-out checklist (Consider close actions and responsible personnel)	

RISK EVALUATION ₂

Risk Level

1. The Event

2.

Probability of
Occurrence

5					
4					HIGH
3			MED		
2	LOW				
1					
	1	2	3	4	5

3. Impact or Severity of
Consequences

SOLICITATION CHECKLISTS 3&4

BID

IFB CHECKLIST

IFB	Title	
	Contractor Name	
	Contract/IFB Number	
	Contract Value	
	Contract Officer	
	Date	
	Special Approval/Release VCE, VDC, DBVI, DPS, OGC,	
	Requisition, if needed	
	Bidders Solicited List (If posted VBO requirement is met)	
	Proper no. solicited (If posted VBO requirement is met)	
	Solicit SWAM (If posted VBO requirement is met)	
	Copy of IFB	
	Correct Gen. T's & C's and Special T's and C's (includes eVA, Small business subcontracting plan if applicable, renewal options, Audit) (See latest PIM)	
	VBO Confirmation Notice	
	Prebid Sign in Sheet	
	Addenda Issued	
	Bid Tabulation in file and posted on eVA	
	Required Insurance	
	Required License	
	Required References checked if part of evaluation	
	Notice of Intent or Notice of Award in file and posted on eVA	
	PO or Award Document Issued	
	Contract Admin. Assigned in Writing	
	Successful Bid	
	Unsuccessful Bids	
	Authorized Signatures	
	Change Orders/Modifications	
	Price Reasonableness Determination	
	Renewal Notices	

PROPOSAL

RFP CHECKLIST

RFP	Title	
	Contractor Name	
	Contract/IFB Number	
	Contract Value	
	Contract Officer	
	Date	
	Requisition, if needed	
	Offerors Solicited List (If posted on VBO requirement is met)	
	Proper no. solicited (If posted on VBO requirement is met)	
	Solicit SWAM (If posted on VBO requirement is met)	
	Copy of RFP	
	Correct Gen. T's & C's (includes eVA, SWAM plan, renewal, audit) see latest PIM	
	VBO Confirmation Notice	
	Newspaper Ad	
	Pre proposal Sign In	
	Addenda Issued	
	Eval. Comm Appointment Letters & Signed Non-Disclosure Statement	
	Eval. Criteria/Weights	
	Score Sheets and Summary & Consistent Scoring	
	Required Insurance	
	Required License	
	Required References checked (if part of evaluation criteria)	
	Negotiation Documentation	
	BAFOs, if used	
	Notice of Intent or Notice of Award	
	Award Document/Contract	
	Contract Admin Assigned in Writing	
	Successful Proposal	
	Unsuccessful Proposals	
	Change Orders/Modifications	
	Pricing Schedule	
	Authorized Signatures	
	Renewal Notices	



The Handoff to Bridge the Gap



POST AWARD MEETING 5

POST AWARD CHECKLIST TOOL

Use this checklist to conduct the Post award meeting.

✓ Section/Items
Meeting Preparation
Establish date/time/location of meeting
Prepare agenda
Notify all participants
Meeting Topics
Documents to be maintained. (Contract Folder)***
Explain roles and responsibilities of Contract Officer, Contract Administrator, and Contractor. (Designation Letter)***
Scope of the contract.
Contract terms and conditions, particularly any special contract provisions.
Invoicing requirements and payment procedures.
Contract monitoring and progress measurement discussion. (Quality Assurance)***
Technical and reporting requirements of the contract. (Deliverables)***
Liquidated damages (if any) and performance bonds (if any) including conditions for enforcement.
Potential contract problem areas and their possible solutions.
Corrective Action Plan (Complaint, Cure, Default, Payment, Combined)***
Changes to Contract
Provider performance evaluation procedures. (Performance Report)***
Post Meeting
Prepare and distribute summary of meeting, including: <ul style="list-style-type: none"> • areas requiring resolution • a list of participants • a list of action items, including individual(s) responsible and due date



CONTRACT FOLDER

Contract: _____

Table of Contents

Section I	Designation Letter
Section II	Copy of Original RFP Addenda Negotiated Changes Final Contract Agreement
Section III	Inspection Schedule Quality Assurance Plan
Section IV	Invoice and Payment Records
Section V	Contract Renewals
Section VI	Vendor Performance
Section VII	Misc. Correspondence

Roles & Responsibilities 6

SAMPLE DESIGNATION LETTER

Designation and Responsibilities of Contract Administration

TO: Contract Administrator, _____

FROM: Contract Officer, _____

The contract referenced below has been awarded and services or performance may be commenced. You have been assigned as the contract administrator for this contract and are assigned the following responsibilities. A copy of the contract, a performance evaluation report sample, and other related information are attached for your use. Review this information; if you have any questions, please call the contract officer.

Contract Number: _____

Contractor: _____

Project: _____

Period of Contract: _____ to _____

Renewals: _____ successive _____ year options

Contract amount \$ _____

Payment schedule or instructions:

You, as contract administrator, are responsible for: (select or modify)

- Day to day coordination of the delivery of this service (or goods);
- Assurance that services (or goods) are delivered in accordance with the contract terms and conditions;
- Obtaining and approving job estimates and verifying labor hours and classifications if required (time and material contracts);
- Certifying receipt of services (or goods) billed were delivered in accordance with the contract terms and conditions;
- Prompt reporting of delivery failures or contractor performance problems to the Contract Officer;
- Completing and submitting periodic evaluations of contractor performance (evaluation form attached);
- Initiating Procurement Complaint Form if required;
- Assurance that the contract amount is not exceeded without proper authorization from Contract Officer;
- Assurance that the contract terms and conditions are not extended, increased, decreased, or modified in any way without action through the Contract Officer;
- Coordinating contract "start-up" activities with appropriate agency personnel (facilities management, security, etc.)
- Recommending solutions to Contract Officer if performance problems or contract issues persist.

c: Fiscal Officer or Accounts Payable



POST AWARD MEETING

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Monitoring/Quality Assurance Plan 6A

MONITORING/QUALITY ASSURANCE PLAN

Project Title: _____

Project Description:

Required Task: (Listed from specifications/SOW/RFP Response)

Inspection of Tasks: (Who, How, Frequency)

Monitoring Method: (From Specifications/SOW)

Evaluation and Assessment of Performance: (Who, How, Frequency, Reporting Requirements, Scheduled Meetings)

Approval and Acceptance: (Who, Method of Approval and Acceptance, Frequency)

This document may be changed during performance of the contract by mutual agreement of the Contracting Officer, the Contractor and the Contract Administrator. Revisions must follow all the requirements of the Virginia Public Purchasing Act and Commonwealth of Virginia's Agency Procurement and Surplus Property Manual, September 1998.

Contracting Officer Date _____ Agency _____	Contract Administrator Date _____ Agency _____	Contractor Date _____ Company _____
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NOTE: A separate form shall be used for each task to be monitored, inspected, evaluated, approved, and accepted.



Contractor Quality Assurance Plan

WHY

1. The plan they submit will be evaluated and scored according to the proposal criteria
2. It can be compared to the agency's Monitoring Plan
3. It can be negotiated
4. The contractor has ownership



Monitoring/QA Plan Exercise

- Each table as a Group, take 10 minutes to complete the Monitoring/QA Plan that is being passed out
- Projects are: Janitorial, Pest Control, or Lawn Care
- Select a Scribe and Designate a spokesperson to debrief
- Be creative and apply your procurement knowledge



10
Minutes

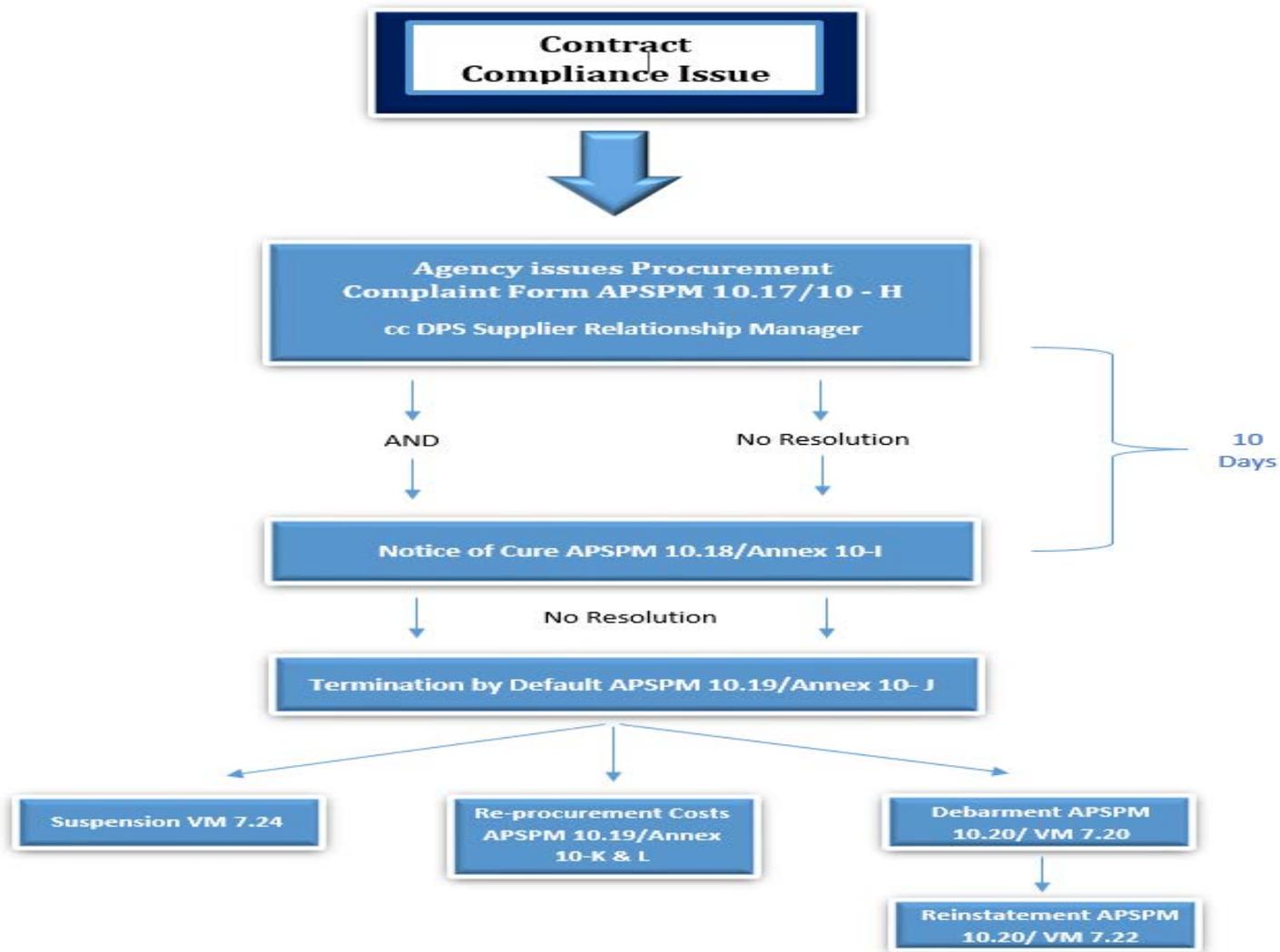


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Corrective Action Plan 11

COMMONWEALTH OF VIRGINIA
 Department of General Services
 Division of Purchases and Supply
PROCUREMENT COMPLAINT FORM

	FOR THE USE OF:	File Date:	Status:	File No.:
		Action Date:		

TO:

Name of Vendor and eVA# / Agency & Agency Code :			Contact Name:	Title:
Address:				
City:	State:	Zip Code:	Signature:	
			Phone No.:	

NOTE: VENDOR/AGENCY MUST SUBMIT THEIR WRITTEN REPLY BELOW WITHIN **TEN (10) DAYS** OF RECEIPT OF THIS REPORT. INDICATE YOUR COUNTERMEASURE/CORRECTIVE ACTION BELOW AND MAIL A COPY TO THE ORIGINATING AGENCY AND A COPY TO THE CONTRACT COMPLIANCE OFFICER, DIVISION OF PURCHASES AND SUPPLY, P.O. BOX 1199, RICHMOND, VA 23218-1199. ATTACH ADDITIONAL SHEETS FOR YOUR RESPONSE IF REQUIRED.

FROM:

Agency/Vendor Name:			Agency /Vendor Contact :	
Address:			Phone No.:	
City:	State:	Zip Code:	Buyer/Vendor Signature:	

Date:	Agency Code/ Vendor eVA#:	Contract No.:	P.O. No.:	P.O. Date:	Description:
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NATURE OF COMPLAINT

INVOICE/PAYMENT	DELIVERY	SPECIFICATION/AGREEMENTS	OTHER
<input type="checkbox"/> NON-PAYMENT	<input type="checkbox"/> DELIVERY REFUSED	<input type="checkbox"/> SPECS DELAYED	<input type="checkbox"/> AGENCY DELAYS
<input type="checkbox"/> LATE PAYMENT	<input type="checkbox"/> SHIPPED TO WRONG LOCATION	<input type="checkbox"/> MODIFICATION (NO CHANGE ORDER)	<input type="checkbox"/> UNAUTHORIZED CANCELLATION
<input type="checkbox"/> INCORRECT PAYMENT	<input type="checkbox"/> PARTIAL DELIVERY	<input type="checkbox"/> BID SAMPLE PROBLEMS	<input type="checkbox"/> UNAUTHORIZED PURCHASE FROM NON-CONTRACT VENDOR
<input type="checkbox"/> REFUSED LATE CHARGES	<input type="checkbox"/> TIME OF DELIVERY INAPPROPRIATE	<input type="checkbox"/> DID NOT MEET SPEC.	<input type="checkbox"/> POOR CUSTOMER SERVICE
<input type="checkbox"/> INVOICE PRICE INCORRECT	<input type="checkbox"/> IMPROPER METHOD OF DELIVERY	<input type="checkbox"/> UNAUTHORIZED SUBSTITUTION	<input type="checkbox"/> SHORT/OVER WEIGHT OR COUNT
<input type="checkbox"/> INCORRECT QUANTITY	<input type="checkbox"/> DAMAGED SHIPMENT	<input type="checkbox"/> DAMAGED PRODUCT	<input type="checkbox"/> UNSATISFACTORY INSTALLATION
<input type="checkbox"/> ITEMS DID NOT SHIP	<input type="checkbox"/> LATE/NO DELIVERY	<input type="checkbox"/> LACKS INSPECTION REPORT	<input type="checkbox"/> FAILURE TO IDENTIFY SHIPMENT PER CONTRACT TERMS
OTHER OR FURTHER EXPLANATION:			



Corrective Action Plan ¹²

CURE LETTER
(Agency Letterhead)

(May be done orally or in writing.)

Date _____

Contractor's Name and Address _____

Subject: Notice of Contract Deficiency and Required Action

Dear _____:

As substantiated by the submission of a Procurement Complaint Form, you have failed to meet the requirement(s), i.e., *(delivery), (specifications), (performance standards), etc. on P.O. (or Contract) _____ dated _____. **You are to satisfy this deficiency within _____ days of the date of this letter or be terminated for default and reprourement action taken under paragraph 7.14 of the *Vendors Manual*. In addition, your firm will no longer be solicited until this matter is satisfactorily resolved.**

Sincerely,

Contract Officer/Contract Administrator
Telephone No. (____) _____

e: DGS/DPS Contract Compliance Section

* Choose appropriate condition.

Corrective Action Plan 13&14

DEFAULT LETTER
(Agency Letterhead)

Date _____

Contractor's Name and Address _____

Subject: Notice of Termination for Default on (Title and Number of the Purchase Order or Contract in Default)

Dear _____:

Reference is made to our submission of a Procurement Complaint Form and * (Notice of Contract Deficiency and Required Action Letter) or (telephone conversation) this date between (Name of Vendor Representative) and (the undersigned) or (Name of DGS/DPS Contract Compliance Officer).

This is to advise that your firm has been placed in default and referenced * (purchase order), (contract) has been terminated for failure to take corrective action within the specified time as referenced above. The Commonwealth will repurchase the specified * (goods), (services). You will be promptly notified of any additional purchase or administrative costs for which you become liable as a result of this default. In addition, your firm will no longer be solicited until this matter is satisfactorily resolved.

Sincerely,

Contract Officer/Contract Administrator
Telephone No. () _____

c: DGS/DPS Contract Compliance Section

* Choose appropriate condition.
Note: If this letter is used, follow up with Request for Payment (Annex 10-K) if additional repurchase costs are incurred.

REQUEST FOR PAYMENT LETTER
(Agency Letterhead)

Date _____

Contractor's Name and Address _____

Subject: Repurchase Costs Against (Purchase Order No./Contract No. _____)

Dear _____:

Reference is made to our letter dated _____, subject: Notice of Termination For Default. The specified * (goods), (services) have been repurchased at an additional cost to the Commonwealth of \$ _____. Your firm is indebted to the Commonwealth in the amount of \$ _____ and is requested to submit a check to this office payable to the Treasurer, Commonwealth of Virginia. If the payment is not received within 60 days, we will initiate collection action and proceed with a recommendation of debarment as stated in paragraph 7.20 of the Vendors Manual.

Sincerely,

Contract Officer/Contract Administrator
Telephone No. () _____

c: DGS/DPS Contract Compliance Section

* Choose appropriate condition.



Corrective Action Plan ¹⁵

DEFAULT AND REQUEST FOR PAYMENT LETTER
(Agency Letterhead)

Date _____

Contractor's Name and Address _____

Subject: Notice of Termination for Default on (Title and Number of the Purchase Order or Contract in Default)

Dear _____:

Reference is made to * (your letter dated _____), (our telephone conversation (s) of _____), (Procurement Complaint Form), (Notice of Contract Deficiency and Required Action Letter) concerning your firm's * (refusal), (inability), to honor the terms and conditions on the referenced * (purchase order), (contract) above.

This is to advise that your firm has been placed **in default** and referenced * (purchase order, contract) has been terminated for failure to take corrective action within the time specified as referenced above. The specified * (goods), (services) have been repurchased at an additional cost to the Commonwealth of \$ _____. Your firm is indebted to the Commonwealth in the amount of \$ _____ and is requested to submit a check to this office payable to the Treasurer, Commonwealth of Virginia. In addition, your firm will no longer be solicited until this matter is satisfactorily resolved. If payment is not received within 60 days, we will initiate collection action and proceed with a recommendation of debarment as stated in paragraph 7.20 of the *Vendors Manual*.

Sincerely,

Contract Officer/Contract Administrator
Phone (____) _____

c: DGS/DPS Contract Compliance Section

* Choose appropriate condition.

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Changes to Contract ¹⁶

(Agency Letterhead)

CONTRACT MODIFICATION AGREEMENT
(For use in modifying an existing contract)

Date:

Contract No.:

Modification No.:

Issued By: COMMONWEALTH OF VIRGINIA,

(Department, Agency, Division)

Contractor:

Commodity:

This Supplemental Agreement is entered into pursuant to the provision of the basic contract.

Description of Modification:

Except for the changes provided herein, all other terms and conditions of this contract remain unchanged and in full force and effect.

<p>By: _____</p> <p>NAME OF CONTRACTOR</p>	<p>By: _____</p> <p>COMMONWEALTH OF VIRGINIA</p>
<p>_____ Name and Title (Type or Print) Date Signed</p>	<p>_____ Name and Title (Type or Print) Date Signed</p>

Changes to Contract 17

Contractor/Supplier Performance Evaluation Report

Contract Number: _____

Contractor/Supplier: _____

Evaluator/Administrator: _____

Date Submitted: _____

Period of Evaluation: From: _____ To _____

BASED ON THE FOLLOWING SCALE, RATE THE CONTRACTOR/SUPPLIER'S PERFORMANCE BY CIRCLING YOUR RESPONSE TO THE STATEMENTS BELOW:

1	2	3	N/A	
Did Not Meet Expectations	Met Expectations	Exceeded Expectations	Not Applicable	
Goods/Services were delivered in a timely manner		1 2 3	N/A	
Goods/Services were of good quality		1 2 3	N/A	
Business transactions with contractor/supplier were easy		1 2 3	N/A	
Customer support from contractor/supplier was acceptable		1 2 3	N/A	
Contractor/Supplier responded to questions/concerns quickly		1 2 3	N/A	
Contractor/Supplier's resolution of issues was appropriate		1 2 3	N/A	
Professionalism of contractor/supplier staff was courteous		1 2 3	N/A	
Estimate of goods/services was accurate to final contract expense		1 2 3	N/A	

PLEASE ANSWER THE FOLLOWING QUESTIONS BY CIRCLING "YES" OR "NO"

Overall, did the contractor/supplier meet expectations? YES NO

Would you recommend this contractor/supplier in the future? YES NO

ADDITIONAL COMMENTS:

Thank you for providing us with valuable feedback regarding this contractor/supplier! Please include this evaluation in the contract file



Changes to Contract¹⁸

SAMPLE CONTRACTOR PERFORMANCE EVALUATION REPORT

Contract Number: _____

Contractor: _____

Evaluator/Administrator: _____

Date Submitted: _____

Period of Evaluation From: _____ To: _____

RATE CONTRACTOR'S PERFORMANCE ON A SCALE OF 1 TO 5 (by circling)

1.	Overall Evaluation						
	Unsatisfactory	1	2	3	4	5	Satisfactory
2.	Delivery Performance						
	Late/Early (if problem)	1	2	3	4	5	On Time
3.	Quality of Goods/Services						
	Unacceptable	1	2	3	4	5	Acceptable
4.	Number of Complaints						
	High	1	2	3	4	5	Low
	Explain any complaints below.						
5.	Contractor's Responsiveness to requests to correct deficiencies:						
	Nonresponsive	1	2	3	4	5	Takes prompt corrective action
6.	Renew this contract?						
	YES___ NO___ If No, Please explain in comments below.						

Note: Any score of 3 or less must be described in detail below as to what action was taken to remedy the contractor's poor performance and what steps the contractor took to correct the deficiency cited. (Continue on separate sheet if necessary.)

7. COMMENTS: _____

Changes to Contract 19



CPI Rate

Current CPI Rate

The following instructions will guide you to the Federal Government's web site that posts the current CPI figures. You may also click [here](#) to see an example of the web screen with references on how to find the current rate.

Steps:

1. Access the following web site: http://stats.bls.gov/NEWS_RELEASE/CPI.T03.HTM
2. Scroll down to the sections titled Services and Down to Other Services.
3. Read the figures in the fifth column for the current CPI rate. Click [here](#) to see an example of what to look for.

Info Center <ul style="list-style-type: none">• eVA Overview• eVA Awards• eVA Outreach• eVA Vendors• eVA Facts	Contact Us <ul style="list-style-type: none">• DPS Contact Directory• eVA Customer Care Web Browser Support <ul style="list-style-type: none">• Support and Configuration	Resources <ul style="list-style-type: none">• Div. of Purchases and Supply• Virginia Institute of Procurement• Public Procurement Forum• Ariba Supplier Network• Virginia Information Technologies Agency• DSBSD – Micro Business List• DSBSD Micro Business Cert. (Application)	Resources <ul style="list-style-type: none">• NIGP Code Lookup• eVA Browser Optimizer• Privacy Statement• FOIA• UAT Training• Mobile APP Center• Forrester Report
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Grown in Virginia • Grown in Virginia Website

CONTRACT CLOSEOUT ²⁰

Contract Closeout Checklist

This checklist serves as a tool to assist the agency during the closeout process. Each contract is unique and the agency should customize the checklist as required. The contract file should contain all necessary documentation at the time of closeout. **Final payment should never be made until all work is complete and all deliverables are received and accepted.**

Contractor Name	Contract Number	Project Completion Date		
Person Completing Checklist		Project Title/Name		
Task	Yes	No	NA	Date Completed
The contract administration files are consolidated and turned over to Procurement upon completion of the closeout process				
The central file is complete, organized and conforms to regulations				
The Contractor has notified the agency that all work required by the contract is complete				
The Contractor has complied with all contractual terms and conditions				
All time extensions have expired				
All change orders and modifications, have been signed, defined and included in the central file.				
Settlement of subcontract by the prime contractor completed				
All monitoring issues have been resolved				
All agency specific required approvals have been received.				
All Contract deliverables have been received, reviewed, and accepted including all required reports				
All Government –owned property, real or personal, either furnished by the government or acquired by the contractor for the account of the Government has been accounted for				
All property inventory and ownership issues are resolved including disposition of any equipment.				
There has been a Disposition of all Classified Material (Proprietary, Trade Secrets, Sensitive, Confidential, Personal /Privacy) generated to or accessed by the contractor in the performance of the contract.				
Payment and or performance bonds resolved				
The contract file contains a record of all payments made to the contractor.				
All remaining funds have been returned to the budget.				
Final invoice has been received, reviewed, accepted and paid.				
After final acceptance and final payment has been made, a Contract Completion Statement is prepared and issued officially stating that the contract is complete in its entirety and may be closed and				
A Vendors Performance Report has been prepared				
The contractor and the end-user have completed a contract analysis				



THANK YOU
and
Use Your Tool Kit

Any Questions???

Raffle Time