

# Effective Contract Administration

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**08.24.21**

Virtual Forum | [nigp.org](https://nigp.org)

## Who handles the contract administration within your organization?

### Survey

- A. Procurement department
- B. Contract administration team
- C. End-users
- D. Other



# *Contract Administration*

# What hurdles do you have in contract administration?

Survey



# Do you have a formal Contract Administration Plan (CAP)?



Survey

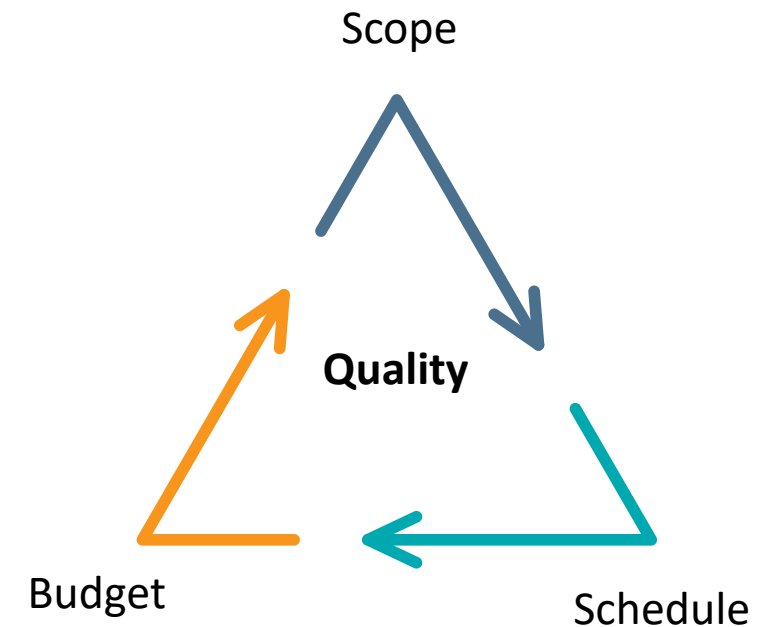
# Contract Management



- Contract formation
- Contract administration

# Not all contracts are created equal

- Complexity
- Demand
- Playground vs. Uniforms
- Needy clients





# Communicating with clients

- Move beyond your desk
- Communication channels
- Listening tours
- Use a CAP
- Be available

# Move

# Contract Administration Plan

- Review the contract
- Meet with awarded supplier
- Review contract again

## Review

# Communicating with business partners

- Share goals; set expectations
- Schedule business reviews
- Time expectations

Different tiers have different expectations

## Expectations

# Final Thoughts

- Communication
- All hands-on deck
- Use of a CAP
- Ongoing

# *Video Eval and Final Thoughts*

# Questions?

**NIGP  
FORUM  
2021**

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