



Contractor Administration Mastering

04 - 08 Nov 2024
Amsterdam (Netherlands)



Contractor Administration Mastering

Ref.: 15067_273580 **Date:** 04 - 08 Nov 2024 **Location:** Amsterdam (Netherlands) **Fees:** 4900 Euro

Introduction:

The overall aim of this course is to provide participants with the knowledge, concepts, skills, and tools necessary to manage and administer contracts post-award, and it will cover contract administration best practices. Participants in this interactive course will learn all the processes and activities required to implement contractual obligations. Hence, you will ensure cost minimization, improved service delivery, and timely outcomes for your organization.

Targeted Groups:

All those involved in any aspect of implementing, managing or administering contracts in the post-award phase of the contracting process and who want to learn about the best practices in contract administration, in addition to procurement staff

Course Objectives:

At the end of this course the participants will be able to:

- Develop robust contract plans, including ITTs, scope of work and award strategies
- Outline the major activities and steps of contract administration
- Develop robust contract execution plans
- Prepare for negotiating contract variations and claims to reach a satisfactory settlement
- Identify administration tools that are used during the implementation as well as the role of the contract administrator
- Create a system to evaluate contractors and determine their strengths and weaknesses and demonstrate the importance of partnership in contract administration
- Allocate appropriate resources to manage contracts effectively, efficiently and safely
- Understand the legal aspects of contract management
- Develop and monitor appropriate and robust Key Performance Indicators and Service Level Agreements to manage the contractor and facilitate improved performance Create and develop appropriate relationships with contractors to add value and secure innovation and flexibility
- Manage claims, variations and disputes in a professional and amicable manner
- Explain the different types of variation orders, claims and damages

Targeted Competencies:

- Contract administration
- Change management
- Managing contractors
- Managing claims and disputes
- Resolving disputes
- Partnership with contractors
- Negotiation skills

Course Content:

Unit 1: Principles of Contracts:

- Elements of a contract
- Contract framework
- Purposes of contract administration
- Difficulties encountered in contract administration
- Contract administration major steps
- Competencies of contract administrators

Unit 2: Contract Administration Tools:

- Key principles
- Knowing your contract
- Contract provisions affecting implementation
- Tools and techniques for contract administration
- Dissection technique
- Records management system
- Change control system
- Claims administration
- Issues and risks logs
- Risk management plans
- Roles and responsibilities
- Performance reporting
- Developing schedule plans
- Lessons learned
- International contracting

Unit 3: Contractor Evaluation:

- Questionnaire and surveys
- Contractor's ratings
- Key performance indicators
- Targets and benchmarks
- Service level agreement SLA
- Managing subcontractors
- Partnership with contractors

Unit 4: Changes, Claims and Disputes:

- Changes and variation orders
- Change process
- Breach of contract
- Money damages
- Equitable remedies
- Claims and disputes
- Alternative dispute resolution
- Mediation
- Arbitration
- Contract closeout

Unit 5: Negotiation:

- Negotiation preparation
- Negotiation objectives
- Negotiation guidelines

Unit 6: Negotiation Strategies, Tactics and Trust-Building:

- Thirteen basic negotiation tactics
- Negotiation mistakes to avoid
- Dealing with difficult negotiators
- Trust-building
- Ranking the ten trust-building behaviors in negotiations



**Registration form on the :
Contractor Administration Mastering**

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