

FAP 111-51-00
CONTRACT ADMINISTRATION

1. The Contract shall be the official notice of award, which will begin the process of contract management. The vendor shall only begin work when the official Contract from the Commonwealth has been authorized.
2. OPS shall rely on the using agency to ensure the contract is being completed or executed as written. Every agency shall designate a programmatic contract manager for each contract he/she administers. The programmatic contract manager shall be familiar with the affected program and its day-to-day operations.
3. It is essential that the contract manager verifies that the contractor complies with all contractual requirements. Factors to be considered in the management of a contractor's performance are:
 - a. Deliverables (milestones);
 - b. Quantity of goods to be delivered and/or services to be performed;
 - c. Meets required specifications;
 - d. **Schedule:** Completion of project and implementation;
 - e. **Outcomes:** Were the savings projected from using this new product or service achieved?;
 - f. **Budget/Financial issues:** Timeliness of invoicing, necessity of contract modifications; and
 - g. Customer service level.
4. If any post-award problem, deviation, change or delay arises that is not provided for in the contract, the matter shall first be handled between the using agency and vendor. If the using agency cannot reach a satisfactory resolution with the vendor, the agency shall refer the matter to OPS in accordance with the provisions of FAP 111-42-00.
5. Agencies shall complete a Performance Evaluation (PE) document in the state's eProcurement system at the completion of or renewal of every contract to indicate a vendor's performance. The PE document assists in the award of future contracts.
6. **Authorities:** A using agency shall not allow any change to the terms of a contract without proper authorization from the issuing agency. Agencies shall document problems that may require contract changes, price adjustments, quantity variations, alternate items or delinquent deliveries, and forward the documents to the issuing agency. The issuing agency shall then initiate any necessary action or contract change with the vendor.

Related to: KRS 45A.035