

 UAEU	Procedures of Contract Management Policy	Related Policy	CM-00
	Subject Contract Management	Effective Date	03-June-2014
		Most Recent Review Date	01-May-2014
		Due Date for Next Review	01-Sep-2016
	Responsible Office: Vice Chancellor	Pages of these Procedures	1 of 1

Procedures of Contract Management Policy

1. All contracts should generally cover the scope of work or services, the business and legal framework, the party, i.e. college, department(s), or person(s), responsible for execution, the execution start and end dates, and the authorized person signature consistent with the university policies and the authority matrix. Other considerations can also be included from the list of suggestions below.
2. The office responsible for the review depends on the type of contract or agreement and follows in general the line of responsibility and the office originating the contract or agreement such that the academic or administrative unit originating the contract or responsible for its execution carries out the periodic review. These periodic review reports are then provided to the offices of the Vice-Chancellor or Deputy Vice-Chancellors as per the organizational structure.
3. The type of contract management required varies by type of contract. Most memoranda of understanding and non-disclosure agreements are used to initiate discussions and collaborations and their terms entail no further commitments, thus their review can be limited to whether they are active or not. Agreements, memoranda of understanding, and contracts that entail obligations on the parties, however, require a closer review.
4. The following suggestions should help in determining the performance of vendors or contractors and can be used whenever possible for most contracts and agreements that have binding obligations:
 - a) Determine the key performance indicators (KPIs) that will measure the performance expected.
 - b) Establish goals whenever and wherever possible.
 - c) If necessary or appropriate, set within the contracts or agreements penalties, such as deductions or reimbursement of fees, for unacceptable levels of performance.
 - d) Request regular operational or progress reports from the vendor or contractor.
 - e) Hold periodic (e.g. quarterly) review meetings where the vendor or contractor presents their performance and the department responsible has the opportunity to ask questions and challenge their presentations.
 - f) Include in the contracts/agreement and discuss as necessary dispute resolution and budget concerns.
 - g) Conduct customer satisfaction surveys to validate performance from customer perspective, and discuss the results at the periodic meetings.
 - h) Develop action plans to address the issues for the next periodic meeting and discuss them.