

CO Contract Management	
Manage Contract	
Item	Details
Description	The Manage Contract business process receives the contract award information, implements contract-monitoring procedures, updates contract if needed, and continues to monitor the terms of the contract throughout its duration.
Trigger Event	<p>Environment-based Trigger Events:</p> <ul style="list-style-type: none"> • Receive negotiated contract information from Award Contract business process. • Periodic timetable (e.g., yearly) is due for contract review. • External event (e.g., policy, budget modification) necessitates contract amendment. • Receive contract modifications (e.g., create, updated, or delete). • Receive terminate contract information from Close Out Contract business process.
Result	<ul style="list-style-type: none"> • Modified negotiated contract. • If applicable, alert sent to Manage Contractor Information business process with modification information. • Alert to send notification to contractor of modification to contract. • Tracking information as needed for measuring performance and business activity monitoring.
Business Process Steps	<ol style="list-style-type: none"> 1. START: Receive contract award information from the Award Contract business process or contract update information from the Manage Contractor Communication business process. 2. Implement contract or modifications to contract. 3. If applicable, update contract with amendments. 4. If applicable, send alert to Manage Contractor Information business process with modified information. 5. END: Send alert to Manage Contractor Communication business process to notify contractor of modifications.
Shared Data	Contractor Information Data Store
Predecessor	Award Contract Close Out Contract
Successor	Manage Contractor Communication Manage Contractor Information

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Constraints	Business rules and/or policies may differ by state.
Failures	<ul style="list-style-type: none"> • The State Medicaid Agency (SMA) loses funding. • Responder successfully protests an award. • The SMA fails to negotiate terms of contract or modification. • Information does not comply with syntax criteria. • Not all required information provided. • Information provided not authenticated.
Performance Measures	<ul style="list-style-type: none"> • Time to complete process = ____ months; ____ weeks • Accuracy of information = ____ % • Accessibility of information for creating solicitation = ____ months; ____ weeks • Consistency of decisions and disposition = ____ % • Error rate = ____% or less