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| **TSC Category** | Stakeholder and Contract Management | | | | | |
| **TSC Title** | Contract Management | | | | | |
| **TSC Description** | Formalise contracts and/or service level agreements with providers of products and services including measure and manage supplier performance and fulfilment of agreed-upon service level agreements. This includes resolution of contractual issues and maintenance of vendor and/or provider relationships | | | | | |
| **TSC Proficiency Description** | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** | **Level 6** |
|  |  | **ICT-CFC-3016-1.1** | **ICT-CFC-4016-1.1** | **ICT-CFC-5016-1.1** |  |
|  |  | Prepare drafts of contracts and agreements, monitor vendor performance and resolve minor contractual issues on an operational level | Review contracts and agreements and manage performance levels against agreed standards, provide feedback and investigate contractual issues | Determine business viability of contracts and establish organisation's expectations of vendors, resolving any escalated performance or contractual issues |  |
| **Knowledge** |  |  | * Components and protocols in contract drafting * Performance monitoring processes * Escalation procedures for handling contractual issues * Product or services knowledge and constraints of vedors and service providers | * Techniques for managing non-conformance in service delivery * Legal rights and responsibilities of both the company and the supplier * Implications of contractual issues on the organisation * Management of contract change | * Key Performance Indicator (KPI) setting for contracts and service level agreements * Organisation, industry and legal standards on contractual matters * Contract negotiation techniques and protocols |  |
| **Abilities** |  |  | * Prepare drafts of contracts and Service Level Agreements (SLAs) providing relevant and accurate information and clauses * Monitor activities and performance of vendors against contract terms and identify performance problems or contractual issues * Inform service providers of implications of identified contractual issues * Resolve minor contractual or performance issues on an operational level * Escalate complex or significant contractual issues if they cannot be solved on an operational level * Document changes and updates to contracts and agreements * Maintain communications with vendors and providers on a day-to-day basis | * Develop contracts or Service Level Agreements with providers, based on the unique business requirements * Analyse service delivery and performance levels in line with key performance indicators, and provide performance feedback * Evaluate the impact of contractual issues and problems on the organisation to determine if a major contractual breach has occurred * Manage vendors or service provders performance against standards or benchmarks, and recommend subsequent terms of engagement or termination * Investigate complex contractual issues or conflicts and recommend solutions to resolve them * Assess need for and justify changes or modifications to contracts and agreements * Manage endorsed changes or modifications to contracts * Sustain smooth interactions and relationships with vendors or providers based on shared objectives and mutual gain | * Assess contract terms and determine business viability and potential business value * Sign off on contracts or Service Level Agreements (SLAs) with providers * Develop Key Performance Indicators (KPIs) based on organisation's strategy and expectations, to measure service delivery and performance of vendors * Resolve significant, escalated contractual issues or breaches, in line with organisation interests and legal standards /and rights * Evaluate overall performance of vendors to review and endorse decisions on future contract renewal, changes or termination * Review justifications and anticipate potential implications of contract changes * Negotiate with services providers on the scope of changes to contracts /or service level agreements (SLAs) and endorse contract modifications which are beneficial to the company * Maintain positive relationships with suppliers based on trust and mutual understanding |  |
| **Range of Application** |  | | | | | |