

**DEPARTMENT OF HEALTH AND MENTAL HYGIENE
OFFICE OF PROCUREMENT AND SUPPORT SERVICES
BEST MANAGEMENT PRACTICES FOR CONTRACT MONITORS**

Definition of Contract Monitor: The State's representative primarily responsible for administrative functions, including **written direction, invoice approval, monitoring for compliance with terms and conditions, monitoring MBE and VSBE compliance** and **achieving completion on budget, on time, and within scope.**

Tasks and Responsibilities	Best Practices
Start-up	<ol style="list-style-type: none"> 1. Review scope of work, deliverables, budget, and schedule. 2. Establish Contract plan.
File maintenance	<ol style="list-style-type: none"> 1. Establish electronic and paper file system. 2. Periodic update to files. 3. Establish tracking mechanism (spreadsheets, databases, etc.) and update periodically as appropriate.
Communications	<ol style="list-style-type: none"> 1. Schedule kick-off meeting, periodic meetings, special meetings, etc. 2. Communicate periodically with Contractor. 3. Communicate periodically with your management team. 4. Relay information between Contractor and management. 5. Anticipate issues. 6. Resolve issues efficiently and fairly.
Monitoring	<ol style="list-style-type: none"> 1. Maintain <u>minimum qualification, key personnel and insurance documentation</u>. 2. Review periodically (weekly or monthly, depending on what is most appropriate for each item): <ul style="list-style-type: none"> ▪ Performance for compliance with scope of work, deliverables. ▪ Invoices for accuracy. ▪ MBE, VSBE compliance. ▪ Budget and schedule.
Reporting	<ol style="list-style-type: none"> 1. Establish Contractor's report schedule. 2. Review reports for timeliness, completeness and accuracy; request submission/resubmission as appropriate.
Invoicing	<ol style="list-style-type: none"> 1. Require submission in accordance with the schedule in the Contract. 2. Check for required information and return immediately for deficiencies. 3. Reduce or withhold for deliverables not received or breach of terms and conditions. 4. Process in a timely fashion. 5. Verify payment.
Close-out	<ol style="list-style-type: none"> 1. Receive final Invoice. 2. Conduct post contract evaluation and identify lessons learned.