# 404 Manage contracts

**Summary**
Select contractors and monitor and evaluate their work.

You will apply the following skills:

- Analysing
- Prioritising
- Planning
- Writing
- Reading
- Listening
- Evaluating
- Negotiating
- Interpersonal skills
- Monitoring
- Problem solving
- Reporting

**Performance Indicators**
You will:

**Identify and select contractors**

1. Identify requirements
2. Prepare specifications and agree selection criteria
3. Promote invitation to tender to a range of potential contractors
4. Evaluate tenders against criteria
5. Make a selection
6. Negotiate contracts ensuring compliance with legislation and regulations

**Monitor contractors' performance**

7. Develop and maintain productive relationships with contractors
8. Check compliance with the contract, taking into account legal, regulatory and organisational requirements
9. Agree action to rectify non-compliance
10. Deal with breaches of contract within acceptable timescales

**Evaluate contractors' performance**

11. Agree sources of information for evaluation
12. Gather and analyse information
13. Identify and report on contracts' strengths and areas for improvement

**Knowledge**
You will know:

1. Why contracts and other forms of agreement are important
2. The different types of contracts and agreements and when they are appropriate
3. The basic legal, regulatory and organisational requirements governing contracts
4. Why it is important to have clear requirements and specifications for contracts
5. Why it is important to have objective selection criteria
6. Why it is important to invite a range of potential contractors to bid for the contract
7. Which points to consider when evaluating tenders
8. Why it is important to build productive working relationships with contractors and how to do so
9. The different methods of monitoring compliance with a contract and how to select a method appropriate to you, the contractor and the contract
10. What constitutes a breach of contract and what to do if it occurs
11. The different types of information sources and types of information you can use to evaluate contracts
12. Why it is important to evaluate and report on contractors' strengths and areas for improvement

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