

**COURSE OVERVIEW CM0045**  
**Contract Management for Non-Contract Professionals**

**Course Title**

Contract Management for Non-Contract Professionals

**Course Date/Venue**

September 08-12, 2024/Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

**Course Reference**

CM0045

**Course Duration/Credits**

Five days/3.0 CEUs/30 PDHs



**Course Description**



***This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops***



More and more of our business is being conducted by external resources under contracts that are managed for the company by line staff drawn from virtually all the functions. This creates opportunities for great benefits to be gained but is also full of potential pitfalls, which can lead not only to loss of expected benefits but to serious unnecessary expense in the worst cases. Contracts for major engineering projects stand out as obvious examples, but many ongoing routine services such as catering, facilities managements and vehicle fleet leasing etc account for vast expenditures in most organizations.



It is becoming increasingly important to ensure that the performance of the contract is managed correctly. Companies now focus their efforts on getting the upstream activity correct but unfortunately the downstream activity is just left to happen, the consequences of which are cost and schedule over runs. Just leaving the contract to happen doesn't work - the contract must be managed on an on-going basis. Failure to do so leads to quality being compromised, clauses falling into disuse (or even misuse) and disputes and claims proliferating. Most activities that are out sourced tend to be contracted for 3-5 years with options to extend for further years, so it is vital that the promised results are delivered throughout the life of the contract.

Contracts are easy to manage if they are appropriate for the circumstances and are being delivered by the right contractor. Get those two things right and the contract can run smoothly - get them wrong and it can't. Further, making contracts work can be a dream if managed correctly, but it doesn't just happen. So, we need to manage proactively the contractor and the contract in the working environment.

This course is designed to provide participants with a detailed and up-to-date overview of contract management. It covers the contract planning and contract preparations; avoiding/minimizing single sourcing; the scope and technical function and HSE specification; and the commercial and legal terms, tendering stage, contract evaluation, award of contract, contract administration and contract close out.

### **Course Objectives**

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a fundamental knowledge on contract management
- Discuss contract management framework, ethical standards and policies and conflict of interest
- Carryout contract planning, procurement method, commercial strategy, commercial procedures and SHS guidelines
- Prepare solicitation and statement of work as well as identify payment types, contractor and vendor prequalification and validation of their performance, best value considerations and bidders qualification
- Avoid/minimize single sourcing and discuss the scope, technical function, HSE specification, commercial and legal terms
- Advertise the solicitation, solicit announcements, conferences, submission and opening
- Employ contract evaluation, proposal evaluation, oral presentations and negotiations
- Review award of contract covering contract formation, authority to contract, delegated purchases and legal elements of a contract
- Draft the contract and review contract terms, control of variables and deviations, amendments and company contracting standards
- Administer contract, monitor performance and apply payment approval, change management, dispute resolution and termination
- Apply contract close out covering work change orders, work verification, documentation, resolution management of all claims and disputes, service and formal contract closure

### **Exclusive Smart Training Kit - H-STK®**



Participants of this course will receive the exclusive "Howard Smart Training Kit" (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor's actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.

### **Who Should Attend**

This course provides an overview of all significant aspects and considerations of contract management for non-contract professionals, ROS, job officers, project managers, project engineers, site engineers, project administrators, contract engineers, contract staff, procurement staff, prequalification staff, department managers and accountants.

### **Training Methodology**

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons

### **Course Fee**

**US\$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Howard Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

### **Accommodation**


Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

### Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

### Certificate Accreditations


Certificates are accredited by the following international accreditation organizations: -

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.





### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Dr. John Bester**, PhD, MTh, BA, BD, NLP, is a **Senior Contracts & Management Consultant** and a **Certified Neuro Linguistic Programming (NLP) Practitioner** with over **30 years** of extensive experience. His expertise lies extensively in the areas of **Effective Contract Negotiation, Contracts Management, Contract Variations, Contracts Evaluation, Contracts & Risk Management, Contract Administration, Neuro Linguistic Programming (NLP) Life Coaching, Theology, Customer Service Excellence, Communication Skills, Public Speaking, Customer Satisfaction, Influencing Skills, Thinking & Learning Styles, Negotiation Skills, Interpersonal Skills, Adaptability & Flexibility, Learning & Self Development, Performance Management, Performance Goal Implementation, Time Management, Problem Solving & Decision Making, Crisis Management, Human Resources Management, Change Management, Organizational Development, Career Management, Leadership & Supervisory Skills, Situation & Behaviour Analysis, Interpersonal Motivation, Leadership Orientation, Coaching Skills, Strategic Planning and Stress Management.** Dr. Bester is currently a **Modeller & Mental Performance Coach.**

During his career life, Dr. Bester has gained his practical and field experience through his various significant positions and dedication as the **Director, Performance Coach, Congregational Pastor, Reverend, Specialist Interim Pastor, Certified Instructor/Trainer** and a **Certified Neuro Linguistic Programming (NLP) Practitioner** for numerous international companies like the **Nederduitsch Hervermde Kerk, Gemeente Meyerton and Pretoria-Nord**, just to name a few.

Dr. Bester has **PhD, Master and Bachelor degrees in Practical Theology** and a **Bachelor's degree in Pre-Theology/Pre-Ministerial Studies.** In his PhD thesis, a **Neuro Linguistic Programming (NLP)** modelling process for congregation development and congregation guidance, he investigates the possibility of bringing Rich Osmer's four questions of practical theology into conversation with the modelling process of **NeuroLinguistic Programming.** Further, he is a **Certified Instructor/Trainer, a Certified Neuro Linguistic Programming (NLP) Practitioner** and has delivered numerous trainings, courses, seminars and workshops internationally.



**Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

**Day 1: Sunday, 08<sup>th</sup> of September 2024**

0730 – 0745	Registration & Coffee
0745 – 0800	Welcome & Introduction
0800 – 0815	<b>PRE-TEST</b>
0815 – 0930	<b>Introduction</b> Contract Management Framework • Definitions • Ethical Standards & Policies • Conflict of Interest
0930 – 0945	Break
0945 – 1100	<b>Contract Planning</b> Planning • Determining the Procurement Method • Exemptions
1100 – 1230	<b>Contract Planning (cont'd)</b> Grants • Procurement Lead Time for Commercial Services including Commercial Strategy
1230 – 1245	Break
1245 – 1420	<b>Contract Planning (cont'd)</b> Better Understanding of Commercial Procedures & SHS Guidelines • Information Technology Contracts
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today & Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

**Day 2: Monday, 09<sup>th</sup> of September 2024**

0730 – 0930	<b>Contract Preparations</b> Preparing the Solicitation • Preparing the Statement of Work • Historically Underutilized Business
0930 – 0945	Break
0945 – 1100	<b>Contract Preparations (cont'd)</b> Payment Types • Contractor & Vendor Prequalification and Validation of their Performance • Best Value Considerations • Bidders Qualification
1100 – 1230	<b>How to Avoid/Minimize Single Sourcing &amp; Why?</b>
1230 – 1245	Break
1245 – 1420	<b>Scope &amp; Technical Function &amp; HSE Specification &amp; Understanding of Commercial &amp; Legal terms</b>
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today & Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two





**Day 3: Tuesday, 10<sup>th</sup> of September 2024**

0730 - 0930	<b>Tendering Stage</b> Advertising the Solicitation • Solicitation Announcements- Development of the Bid List • Solicitation Conferences • Communication with Respondents • Written Questions
0930 - 0945	Break
0945 - 1100	<b>Tendering Stage (cont'd)</b> Solicitation Submission & Opening • Consulting Services • Professional Services • Mixed Services
1100 - 1230	<b>Contract Evaluation</b> Evaluation Teams • Single Responses • Responsive Proposals
1230 - 1245	Break
1245 - 1420	<b>Contract Evaluation (cont'd)</b> Proposal Evaluation • Oral Presentations-Discussions • Determining the Competitive Range • Negotiations
1420 - 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today & Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

**Day 4: Wednesday, 11<sup>th</sup> of September 2024**

0730 - 0930	<b>Award of Contract</b> Contract Formation • Authority to Contract • Delegated Purchases
0930 - 0945	Break
0945 - 1100	<b>Award of Contract (cont'd)</b> Legal Elements of a Contract • Approach to Contract Formation • Drafting the Contract • Contract Terms • Control of Variables & Deviations • Contract Amendments • Company Contracting Standards
1100 - 1230	<b>Contract Administration</b> Contract Administration • Contract Manager Responsibilities • Monitoring Performance • Payment Approval
1230 - 1245	Break
1245 - 1420	<b>Contract Administration (cont'd)</b> Change Management • Dispute Resolution • Termination • The Contract Administration File
1420 - 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today & Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four

**Day 5: Thursday, 12<sup>th</sup> of September 2024**

0730 - 0830	<b>Contract Close Out</b> Work Change Orders • Work Verification (Has the Work been Completed per the Contract?; Has the Quality Requirement been Met?)
0830 - 0930	<b>Contract Close Out (cont'd)</b> Documentation (Receipt of All Required Documents per the Contract Terms & Conditions; As Built Drawings; O&M Manuals; Instrument Calibration/Settings; Material Certifications; Alignment Records; Equipment Turn Over Reports, etc.)



0930 - 0945	Break
0945 - 1215	<b>Contract Close Out (cont'd)</b> <i>Resolution Management of All Claims &amp; Disputes • Release of Lien Forms • Warranty (Issue a Letter Stating the Start &amp; End Date of the Warranty Period; Who is the Contact for Warranty Claims?) • Service (Who is the Contact for Service Work?; What are the Service Rates &amp; Time Frame for Rate Increases?) • Final Payment &amp; Release of Retention/Bonds/LC</i>
1215 - 1230	Break
1230 - 1315	<b>Contract Close Out (cont'd)</b> <i>Formal Contract Closure (Letter to the Supplier Stating the Contract has been Completed; Internal Memo to All Required Parties Stating the Contract is Closed; Close Contract File)</i>
1315 - 1345	<b>Summary, Open Forum &amp; Closing</b>
1345 - 1400	<b>Course Conclusion</b> <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
1400 - 1415	<b>POST-TEST</b>
1415 - 1430	<i>Presentation of certificates</i>
1430	<i>Lunch &amp; End of Course</i>

**Practical Sessions**

This practical and highly-interactive course includes real-life case studies and exercises:-



**Course Coordinator**

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