

### **CIF Project # 720 – Contract Management Course**

#### **Background**

Since nearly two thirds of Blue Box collection and processing services are contracted out to the private sector, CIF developed the Contract Management training program. This course was designed to educate new staff on how to effectively procure and manage these services through the development of best practice compliant RFPs, contracts and contract management protocols. The main objective of the course was to train staff to develop effective contract management plans from existing contracts.

#### **Summary of Results**

Upon completion of the course, participants demonstrated a better understanding of the responsibilities as a contract manager as well as the roles and responsibilities of the other parties in a contract. Participants learned to identify and develop potential responses to deal with contract deficiencies, as well as discover pitfalls and implement contingency plans to deal with common issues and potential problems. Attendees provided very positive feedback and indicated they would benefit from further training.

#### **Financials**

The final project cost \$20,461.

#### **Lessons**

Based on participant feedback, it was evident that training courses are an effective way to help municipal staff ensure they are providing comprehensive and effective management over contracted services through the proper application of contract management practices. Continuing education is beneficial to municipal staff members and it is clear that there will be an ongoing need for formal training and improvement as programs continue to evolve.