

## Overview

This standard is about preparing and maintaining contracts. It covers inviting, receiving, evaluating tenders, selecting the successful contractor and awarding contracts. It includes preparing specifications for contracts, answering pre-tender queries, preparing and agreeing selection criteria, negotiating contracts with suppliers and monitoring contractor performance.

It is for business administration professionals in supervisory or managerial roles who prepare and maintain contracts.

## Performance criteria

*You must be able to:*

### **Appoint contractors through bidding process**

1. promote invitation to tender include full information about the tendering process
2. prepare specifications for products and services
3. ensure specifications and contracts are clear, logical and feasible and contain the correct terminology
4. answer pre-tender queries within specified timescales
5. prepare and agree selection criteria for specifications for products and services
6. record, open and receive tenders in accordance with the stated tendering process
7. identify requirements for contractors within timescales
8. evaluate tenders against criteria and select the successful bidder
9. inform unsuccessful bidders and provide them with feedback where appropriate
10. award the contract, complying with legislation and regulations

### **Monitor contractors' performance**

11. develop and maintain relationships with contractors and suppliers
12. communicate with contractors and suppliers involved in the process
13. check compliance with contract in accordance with legal, regulatory and organisational requirements
14. make sure contract objectives are being met
15. agree action to rectify any variances from contract objectives
16. deal with any deviations or breaches from the contract within specified timescales

**Evaluate contractors' performance**

17. agree the criteria for evaluating contractor's performance
18. gather and analyse information using the agreed criteria
19. identify and report on contractors' performance and areas for improvement

## Knowledge and understanding

### *You need to know and understand:*

1. the range of products and services to be contracted
2. the different types of contracts and agreements
3. the specifications for products and services
4. how to prepare a specification for products or services
5. the relevant terminology for specifications and contracts
6. the purpose and benefits of having objective selection criteria
7. the purpose and benefits of inviting a range of potential contractors to bid for the contract
8. the key points to consider when evaluating tenders
9. how to identify key requirements for contractors
10. how to negotiate with suppliers and answer to their queries within specified timescales
11. the legal, regulatory and organisational requirements governing the process of tendering and awarding contracts
12. how to communicate the feedback to unsuccessful bidders
13. the purpose and benefits of building working relationships with contractors
14. the methods of monitoring deliverables and compliance with a contract
15. how to track the achievement of contract objectives
16. what constitutes a variation or breach of contract and what to do if it occurs
17. the criteria to be used to evaluate suppliers contract performance
18. the methods of evaluating and reporting on contractors' and suppliers' performance strengths and areas for improvement

## Skills

1. analysing
2. evaluating
3. negotiating
  1. monitoring
  2. planning
  3. prioritising
  4. problem solving
  5. reporting

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Prepare and maintain contracts

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