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## Contract Management

Payments must be made in accordance with provisions of the contract.

Assignments must be properly documented.

Supplier performance must be managed and documented, and any performance issues must be addressed.

Organizations should include a dispute resolution process in their contracts.

Contracts must include appropriate cancellation or termination clauses.

For services, organizations must:

- Establish clear terms for the contract.
- The terms should include objectives, background, scope, constraints, staff responsibilities, tangible deliverables, timing, progress reporting, approval requirements, and knowledge transfer requirements.

Expense claim and reimbursement for consultants, contractors and other suppliers must be compliant with the BPS Expense Directive:

- Meals, hospitality and incidental expenses can no longer be reimbursed to consultants, contractors and other suppliers.
- Allowable expenses are reimbursed only where the contract explicitly provides such.
- Consultants, contractors and other suppliers must provide itemized receipt along with their invoices for reimbursement.

All procurement documentation with any other pertinent information must be retained for minimum 7 years (CFI requires 10 years).

Organization must have a written policy for handling, storing and maintaining the suppliers' confidential and commercially sensitive information.

Individuals involved with the supply chain activities must declare actual or potential conflicts of interest.

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